

ABOUT EMTEC®

Emtec is the right size provider of technology-empowered business solutions for world class organizations. Our local offices, highly-skilled associates, and global delivery capabilities ensure the accessibility and scale to align technology solutions with your business needs. Our collective focus is to continue to build clients for life: long-term enterprise relationships that deliver rapid, meaningful, and lasting business value.

APPLICATION SERVICES

Emtec provides support and expertise throughout the entire application lifecycle.

We help clients reduce costs, streamline processes and gain efficiencies through better utilization of their applications.

Our application expertise includes:

- ERP
- HCM
- CRM
- EPM
- BI
- Planning
- Collaboration
- Financial Management
- Application Development & Testing
- ClearCARE Managed Services

ORACLE Platinum Partner

ClearCARE

FIRM PROFILE

Headquartered in Richmond, Virginia, Liqui-Box is a leading supplier of bag-in-box flexible packaging to the global dairy, beverage and bulk food markets. The company's product offering includes consumables, such as bags with fitments and pouch films, as well as industry leading filling machines. With offices in North America, South America, Europe and Asia, Liqui-Box provides unique and customized solutions for its customers on a global basis.

THE BUSINESS CHALLENGE

DuPont sold Liqui-Box to Sterling Group, which required a transition off of DuPont's IT architecture. Liqui-Box's users were accustomed to DuPont's existing IT systems, processes, resources and staff. Their staff had to learn a completely new way of running their business with new tools and processes. Initial changes included replacement of their workstations, migrating Lotus Notes to Microsoft Outlook, and switching from their home-grown ERP system to Oracle EBS. Our ClearCARE team was on call for their staff and help them through these transitions. There were no existing decision makers in Liqui-Box's IT department which created an environment where the ClearCARE team needed to design solutions with little or no detailed requirements.

THE SOLUTION

ClearCARE added and shifted resources to provide Liqui-Box with comprehensive IT helpdesk services, an implementation of Oracle Business Intelligence Enterprise Edition (OBIEE), training sessions, co-location of hardware, and custom non Oracle applications, giving Liqui-Box a fully well-rounded offering.

Liqui-Box was also under an aggressive eight month deadline to complete the transition from DuPont. Emtec completed their entire IT infrastructure build from the ground up in the

designated time period.

Liqui-Box's separation from its parent company presented a whole new set of business and IT challenges for the company. They had no IT department to manage the transition and needed a qualified, long-term business partner to take on their technology needs in the early stages of the separation.

RESULTS

Liqui-Box has achieved several key benefits/results through its ongoing relationship with Emtec's ClearCARE team:

- Successful go live with Oracle EBS R12 across multiple sites worldwide. Tier 1 software like Oracle provides ample opportunity for growth and expansion and business continues to grow.
- Successful delivery of the IT backbone before the deadline with DuPont expired. Providing multi-year IT and Oracle managed services to Liqui-Box's end users and CIO.
- Reliable datacenter services with hosting, co-location of legacy Liqui-Box equipment and disaster recovery options ensuring risk-free operations.
- Provision of training services as a continuous improvement platform for Liqui-Box users to overcome the learning curve experienced

LIQUI-BOX CORPORATION

Supplier of Bag-in-box Flexible Packaging
Corporate Transition Through Oracle Applications

ClearCARE SERVICES

- Hosted Oracle
 - E-Business Suite Release 12
 - Financials
 - Inventory
 - Procurement
 - Process Manufacturing
 - Advanced Supply Chain Planning
 - Oracle Business Intelligence
 - Enterprise Edition (OBIEE)
 - User Productivity Kit
- Oracle EBS R 12 Application and Database Managed Services
- Hosted Fileservers
- IT Service Desk Level 1-3
- Hosted Active Directory Server
- VMs for 3rd Party Production Apps.
- Co-Location of Legacy Servers
- Custom Developed Application to Support Field Workers

with new systems and processes.

- Delivery of enhancement services and packaged solutions, providing Liqui-Box users with the additional feature functionalities needed to improve business efficiently.

A TRUE PARTNERSHIP

“Liqui-Box is a global supplier of flexible packaging products. When we began our journey to separate from DuPont, our parent company, we needed a partner that could not only help us build a roadmap to success and lead the global system migration implementation, but also help us sustain the solution with a complete set of IT and application managed services and hosting services. Emtec’s ClearCARE team was engaged to sustain these solutions early in the process, as we began the separation without any of our own IT staff of existing systems.

The ClearCARE group helped us build everything from the ground up, and within a few years, we were running a Tier 1 ERP system in Oracle without having to worry about the cost or risk of hiring staff to support our new solutions. Emtec’s IT helpdesk has also been instrumental, providing critical managed services support to keep the system stable and operating at optimal efficiency. Emtec is our one-stop-shop for all of our application and IT needs. They’ve been great to work with and I consider our relationship to be a true partnership, as opposed to a traditional customer vendor relationship.”

– Dale Hanshaw, IT Manager, Liqui-Box Corporation