

## 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 your 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.

## PACKAGED APPLICATION SERVICES

Emtec is a leading implementer of Packaged Applications. We help reduce costs by streamlining processes and providing application package expertise. We partner with our clients to provide subject matter expertise around the entire lifecycle of your application. Our specialty practices include, Microsoft, Oracle, PeopleSoft, Hyperion and SAP.

- ERP
- CRM
- BI

## FIRM PROFILE

An international manufacturer who provides machine vision and industrial ID components for manufacturing and automation equipment. The \$300M+ company is based on the East Coast of the US and has over 950 employees with locations throughout North America, Europe, Japan, Asia and Latin America.

## THE BUSINESS CHALLENGE

This global manufacturer helps their manufacturing clients detect defects, monitor their production lines, guide assembly robots, and track, sort and identify parts via automation.

The firm recently faced end-of-support issues with its Oracle PeopleSoft SCM application- a mission-critical system for their global supply chain. "It was a big deal. If it goes down, they can't continue manufacturing across the entire company," said Todd Siler, Practice Director, packaged application services for Emtec. "They had some anxiety about this, as you would expect." The firm called on the professionals at Emtec to ensure this vital upgrade was performed quickly & effectively without exposing the company to any disruption of service.

## THE SOLUTION

It was a demanding project involving more than a simple software upgrade. The company was running Oracle PeopleSoft Enterprise SCM version 8.4. Since there is no direct upgrade path to the most recent version 9.1, the Emtec team had to utilize a double-upgrade process, first moving the company to version 9.0 and then to 9.1.

Emtec's team also worked with the customer's internal IT staff on several other items designed to stabilize the overall IT infrastructure and

deliver improved reliability and accuracy. These additional projects included a migration from an IBM AIX operating system to Linux, an Oracle database upgrade and expanded use of Oracle technologies, such as Real Application Clusters (RAC) for high availability and Oracle Enterprise Manager 11g for improved management of all Oracle applications.

Oracle RAC enables applications based upon the Oracle database to run across a set of clustered servers, providing high levels of reliability and scalability. By enabling an application to run across multiple systems, or nodes, Oracle RAC creates what is known as a virtual service. If a node fails, other nodes take over so that there is no interruption in application availability. The clustering software also balances the application workload across nodes, improving performance.

Oracle Enterprise Manager 11g provides a web-based interface allows streamlined management of multiple Oracle databases, as well as many other Oracle products. This allows complete, end-to-end monitoring and management across the entire spectrum of business transactions, with the ability to diagnose and remediate any problems at all tiers of the application stack. By providing a seamless view of live business transactions, Enterprise Manager enables IT to proactively spot issues and drill down to fix them in real time before business is impacted.

## CASE STUDY

Packaged Application Services Global Component Manufacturer

“With Emtec’s expertise and guidance, the project was completed on time and under budget with no service disruptions and no gaps in Oracle support.”

### TECHNOLOGY

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- Oracle PeopleSoft Enterprise SCM version 9.0 & 9.1
- Oracle Database 11gR2 & Real Application Clusters (RAC)
- Oracle Enterprise Manager 11g
- Linux

### RESULTS

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With Emtec’s expertise and guidance, the project was completed on time and under budget with no service disruptions and no gaps in Oracle support.

With Emtec’s help, this global manufacturing firm can continue to manage its operations cohesively and connect all participants in the process from beginning to end with real-time visibility across the entire supply chain.