

Progressive Chemical & Materials Manufacturer

The chemical manufacturing industry requires constant change in order to stay competitive and to stay relevant. This firm is a worldwide leader in the manufacture and resale of specialty chemicals and materials technologies and has a long history of utilizing technology to foster company growth and compete globally. When the firm was looking for a partner to help pilot the rollout of a new VMware infrastructure to support an upgrade to their manufacturing ERP system, Vicom and VMware stepped in to help.

Challenge

The firm was looking to roll out the latest version of their manufacturing ERP system to all of its worldwide locations in a cost effective manner and was looking to start with a key US location as a test and pilot. They were also looking to add a test/dev environment to test for reducing impacts to production lines and were looking to do this in a way that provides for efficiencies and reduces complexity in future rollouts to the other global manufacturing sites. They were also looking to create a standardized method for how this upgrade to their ERP system can be rolled out at all of their worldwide locations.

Implications

The firm was utilizing older versions of VMware as well as server and storage technology which prompted concerns on how best to create a plan to implement new technology and a VMware environment in a cost effective efficient fashion for the new ERP system upgrade. In addition, there were reservations in utilizing a single technology vendor to handle all aspects of such a project—due to past experiences—and in training their end users on how to use, manage and support the new environment.

Solution

Vicom worked with VMware and engaged Vicom's architects and engineers for plan and design services to create a new solution that included new HP servers, NetApp storage, Cisco networking equipment, and VMware software to create a new virtualization environment that includes the latest version of VMware with all of its feature and functionalities.

Vicom initiated a comprehensive services plan that included the installation of the new technology, the latest version of VMware, as well as key management components of the ERP system and the new test/dev environment.

All necessary services—including Project Management—were packaged in a complete, all inclusive, project.

Due to the critical nature of this new virtualized environment, training the users (IT staff) on how to use, support and manage the new environment was paramount and a very high priority for the firm. Vicom provided a tailored training plan to provide formal and workshop style training to ensure that users were comfortable with and competent on the new VMware environment and infrastructure.

In addition, a support contract was put in place to provide onsite and remote support for help in addressing issues and challenges and to continually improve and optimize the environment.

Benefits

The firm was able to create a new VMware environment as a test bed for the implementation of the latest version of its manufacturing ERP system and was able to work with one vendor for all of its needs which included the technology, software, services and training in a complete project based approach.

The new environment incorporates the new test/dev environment to allow for testing for efficiencies—key in all environments, but particularly key within manufacturing—before putting into production.

Vicom training services provided for targeted, environment specific, workshop and formal training to ensure users are competent and comfortable with the new technology, environment and platform on which to implement the latest version of the ERP system.

And most importantly, the new environment help to create a templated, standardized approach as to how to implement a new environment for the ERP system upgrade within the many additional manufacturing sites located throughout the world. This approach will create efficient method to perform upgrades with assurances that they will function as needed.



About

- Global, worldwide leader in specialty chemicals and materials technologies
- Progressive adopter and user of technology in an industry that requires constant innovation and change

Solution Highlights

- Vicom Plan & Design services utilizing Vicom Architects and Subject Matter Experts (SME's) for new VMware environment to support upgrades to ERP environment
- Implementation of new technology including HP servers, NetApp storage and Cisco networking equipment as well as the latest version of VMware
- Create a VMware environment for the new ERP system upgrade with the latest features and functionality
- Creation of a new test/dev environment for efficiency testing prior to implementing in production
- Vicom training services to provide targeted, environment specific, workshop and formalized training for users
- Ongoing support for addressing of issues and optimization of technology and environment
- Creation of a templated, standardized approach to be used for other worldwide manufacturing locations for ERP upgrades
- A complete solution that included all necessary components including Vicom services, technology, software and project management