



Case Study

24% Jump in Annual Savings with Optimization & Management of IT Infrastructure

Insight

A leading American manufacturer of ice chests, drink containers, and supporting accessories needed assistance to maintain its IT infrastructure due to the continuous expansion of products and service offerings.

Forsys installed, migrated, upgraded, and offered production support for IT infrastructure, Oracle Databases, Oracle ERP, and Oracle BI, which stabilized the infrastructure performance and reduced the annual IT costs by 24%.

Industry
Manufacturing

Revenue
\$350 M

Employees
1k+

Headquarters
Texas, US

Business Challenge

The client wanted to continuously monitor, upgrade, and optimize its overall IT infrastructure to improve the overall performance and meet the needs of the market, deliver business value, and ensure future readiness.

Transformation Journey

Forsys offered IT infrastructure managed services to the client.

The key highlights of the transformation journey are:

- Managed and supported Oracle EBS and Oracle BI Applications
- Managed existing infrastructure components according to industry-standard best practices, and maintained optimal performance and uptime.
- Performed scheduled firmware/system software upgrades.
- Performed scheduled operating system patching and upgrades.
- Installed and configured any new or replacement infrastructure components.
- Built backups and validated backups for valid recovery point.
- Configured, managed & provisioned all the servers, storage, fibre channel and network resources.
- Installed, configured & managed all storage systems-related tasks.
- Established and fine-tuned the delivery model for infrastructure maintenance, help-desk support and implementation services.
- Adhered to incident management & change control for the existing SLAs.
- Upgraded documentation & procedure management to maintain knowledge base.

Impact

Since the go live, the client:



Reduced annual IT costs by 24%.



Lowered the occurrence probability of issues.



Enhanced the security of procedures.



Streamlined business processes & IT infrastructure.

About the Client

The client is a leading manufacturer of ice chests, drink containers, and supporting accessories. Incepted in 1947, the Texas-based company through its 500+ product offerings sold at hundreds of retailers around the globe calls itself the #1 cooler manufacturer in the world.

Solution Components

Wolken Service Desk, Oracle ERP, Oracle EBS