



# Cloud-Based Solutions Case Study: ATS

ATS knows firsthand in order to boost mission-critical performance, your company needs an expert, responsive partner behind every IT move.

## About Advanced Technology Services



Advanced Technology Services, Inc. makes factories run better. The company improves productivity and profitability for many of the world's most respected manufacturers through the managed services of production equipment maintenance, industrial parts services and innovative IT solutions.

The company's approach is to focus on the specific needs of each individual customer and provide a solution that delivers maximum results in the front office, as well as on the factory floor.

From coast to coast, ATS delivers outstanding quality service that produces measurable results. Applying our ISO 9001 registration, Six Sigma and Service/Quality Initiatives, the company tracks metrics and perform root-cause analysis to continuously improve the value of our services.

Whether it's improved machine availability, reduced inventory or enhanced asset utilization, ATS can design an outsourced solution that helps its customers boost operations and revenue.

## Lift the Weight Off Your Shoulders

Naturally, a company built on supporting other businesses and improving its clients' output, requires top-notch

operational efficiency itself at all times. ATS, a leader in factory maintenance services, knew implementing an SAP solution would offer growth and operative potential. More importantly, the company knew it would still require outsourced support to keep its system running smoothly.

ATS wanted a partner who could cover all of its project needs, from implementation to post SAP-managed support, without strapping the company's budget or its internal resources. While searching for the right vendor, the company knew it was essential to receive all project costs upfront. A fixed-rate budget plan would give the company the flexibility and confidence that the solution would be implemented quickly and correctly, in order to benefit both ATS and the partner.

Not affecting business as usual was another must-have, included within the company's service and affordability checklist. As a company with clients who rely heavily on its support, ATS couldn't afford the downtime, and the associated financial burden, typically affected during migrations and upgrades. The decided partner would need to be able to work around the company's high-demand schedule and needs.

## On Track to a New vendor

By turning to Symmetry, ATS found a responsive team of experts who could meet all of its expectations and keep operations running smoothly, without taking internal resources from their real responsibilities.

Symmetry delivered a comprehensive 45-day project plan, including key milestones and total cost of implementation, start to finish. The plan also included scheduled windows for testing and syncing during time frames ATS would not be in operation.



## Fueling Performance

Before project initiation, Symmetry consulted with ATS on the company's unique organization structure and services to determine the business-critical next steps. From there, it was decided that ATS could benefit from a Cloud environment for their SAP system. This solution would increase uptime and performance, while reducing total cost of operation and ATS's carbon footprint.

Deployment required Symmetry to migrate the entire SAP/ECC system, including BI Solutions Manager, TREX, content server and tertiary servers to Symmetry's IBM Power Cloud and Windows Cloud. All hardware was sized to the proper specs.

The team additionally worked to minimize impact on the client end, by scheduling downtime over a holiday

weekend to allow for thorough system syncing and testing. At project end, ATS was running on an integrated SAP Cloud solution focused on the manufacturing industry's compliance, financial, capacity and delivery functionality requirements.

Crofoot confirms, "Symmetry put us on correctly sized hardware that has made the system performance issues a thing of the past. End users never mention the system now. In the IT business, if it's not talked about, it's working perfectly. SAP has become the 'Maytag repairman' of the company...It's just expected to run without issue. That perception is solely due to Symmetry's Cloud solution and Basis expertise."

**"We experienced a 66 percent savings in direct cost, while gaining a 15 percent increase in performance. Those are hard figures, not estimates."**

## At the Core of Success

- Only 45 days to achieve a more efficient, more cost-effective solution
- Low-affecting downtime for ATS's internal resources
- Upgraded to a trusted, responsive partnership
- No more in-house SAP maintenance and troubleshooting needed
- Hardware sized to proper specs
- Peace of mind that the advice Symmetry offers will be both expert and accurate
- Savings in vendor rates and return on investment
- Reduced carbon footprint and internal fees associated with an internal data center
- Lower risk of failure due to secure, stable, high-performing Cloud environment
- Better performance to best serve ATS's client base
- More flexibility to adapt to the ever-evolving manufacturing market

## Real-time Results

ATS accomplished just what it set out to do: Achieve better results with less internal exertion. By upgrading from an in-house data center to a Cloud environment, ATS spends significantly less internal time fine-tuning and performing general maintenance tasks. The Cloud also places ATS's business in a more flexible position to allow for seamless updates.

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Symmetry continues to provide responsive SAP services for all aspects of ATS's manufacturing market needs. Throughout the 45-day implementation project and presently, Symmetry's team of experts was able to eliminate excessive expenditures and create an enhanced environment to best serve ATS's high-demand client base. "We experienced a 66 percent savings in direct cost, while gaining a 15 percent increase in performance," affirms Crofoot. "Those are hard figures, not estimates. Symmetry has been the absolute best decision that we've made, since moving to SAP."

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Symmetry's model is to uphold industry best practices and deliver excellence in service for all its clients. ATS was no exception. By assigning a specialized team from its exclusively on-shore resource pool, Symmetry was able to focus on the project at hand and treat ATS as an extension of the company family. "Symmetry is a partner not a vendor," says Crofoot. "Instead of dealing with intermediaries that don't understand SAP, we can talk to a knowledgeable support team, anytime we need assistance. That's true customer service."

## Find a Cloud Partner to Optimize Your Environment

To drive value in efficiency and cost-effectiveness, organizations should consider turning to a high-performing Cloud environment for their enterprise applications. With help from the right hosting partner, these companies will experience enhanced operations, receive continuous maintenance and query assistance, and attain a better return. Experts in ERP technical managed services and Cloud partners, like Symmetry, have the proficiency and tools to optimize companies' environments, so they can focus on business strategy, growth and a higher profit margin.



For more information, please contact our Business Development Department or visit our website at:

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