

# Hosting Solutions Case Study: Pemco

Given a rigid timeline to extract critical data from its previous parent company's environment, Pemco turned to Symmetry to guide its team through the process and migrate to an enhanced partner-hosted environment.

## About Pemco | P E M C O

Fred Koehn, a Sheboygan, WI entrepreneur, founded Pemco in 1960. He applied his main focus and expertise to rebuild and modify existing paper packaging machines at local mills across Wisconsin. In 1966, Pemco introduced its first internally engineered ream wrapper for the cut-size market – resulting in the same reams used to load laser printers today.

In 1981, Pemco was acquired by E.C.H. Will GmbH, Hamburg Germany, an international manufacturer of paper processing machinery. The company was then sold to Körber PaperLink GmbH in 1996, which is a division of Körber AG, Hamburg Germany. Körber AG owns 30 companies focused with four manufacturing divisions.

**“Symmetry was no small part of the ultimate solution.”**

– Joe Bohte, Manager of Information Technology at Pemco

## Turning Change into Opportunity

In the ever-evolving business climate today, many companies are not strangers to the weighty strategic decisions needing to be made during a divestiture. However, there's a significant difference between adapting and simply adjusting operations through this meaningful transition. When Pemco was sold to Orlando Management AG, an investment company based in Munich, Germany, the company faced several key decision points surrounding its new SAP® environment.

- Where should the company host its software and data?
- How would they road map the best measures for migration with as little downtime as possible?
- What third party partner could offer the flexibility to work with its multiple involved teams, including the former parent and sister company technical teams?
- What is an acceptable budget for such a project?

## Forging a Collaborative Partnership

Pemco resolved its best course of action would be to explore prospective managed services partners based on defined criteria based project parameters and partnership expectations. After careful online research, Symmetry's website showcased how its experts could deliver the capabilities and dedication Pemco sought from a prospective partner. Symmetry's partner approach and delivery model with breath of expertise clearly aligned with Pemco's resolved project initiatives and scope.

"We interviewed a number of companies outside of Wisconsin, even spoke with SAP America, but quickly realized we were going to need the help of some straight talk and experience," states Joe Bohte, Manager of Information Technology at Pemco. "Symmetry matched the credentials we were seeking."

Within the same day of submitting a request of interest, Symmetry met with Pemco's team to discuss possible migration approaches, timeline milestones and a realistic budget. "I got a call from Symmetry the morning we submitted our request form," says Bohte. "By that afternoon, the Symmetry team was at our office. That was impressive, to say the least."

Symmetry's robust fully managed hosted solution could fulfill the environment Pemco was looking for to complete its operational objectives.

## Delivering a Client-Centric Approach

Following its business model of upholding the highest customer value, Symmetry approaches each project and business operations with a fresh perspective. Symmetry first consulted with Pemco to truly understand the goal environment and benefits the company was looking to accomplish. From there, Symmetry worked with Pemco to weigh the options and

architected a detailed phased project plan. Pemco first considered hosting their enterprise applications internally, while simply contracting the migration and Basis services from Symmetry. But after discussing the project plan, and evaluating the pricing and coverage options, Pemco decided to additionally outsource its hosting solution.

"We initially thought we'd host the SAP system internally and contract the migration and Basis managed services to Symmetry," says Bohte. "But after discussing our different options, Symmetry seemed like the most logical and cost-effective solution for our hosted SAP environment."



## Reaching the Goal Solution One Day Early

The first measure involved Pemco's on-hand SAP applications team to carve the data out of the Oracle database. From there, the team tested the quality to ensure all of the data was accurate and accounted for. Symmetry was then engaged to run a test migration on the extracted database. "We were projected to be down essentially a week, factoring the carve out, migration and physical transport of the SAP environment from Hamburg Germany to Symmetry's hosted environment," says Bohte.

Symmetry leveraged its granted login authorization and its team's expertise to test the server while it was still located within Hauni's system in Hamburg, Germany. Symmetry verified the final copy of Pemco's SAP system, before it would be reallocated to Milwaukee for further migration. Symmetry met Pemco at the airport in order to securely retrieve the disk in transit from Hamburg to Milwaukee. Testing and quality environments were set up in Symmetry's data center to confirm all components were talking properly between Pemco and Symmetry.

"This was our first interaction with the Milwaukee Basis Managed Services team, and we realized almost immediately that we made the right vendor partner decision," says Bohte. "The team was pleasant, helpful, and most importantly, responsive. Symmetry never assumed anything; instead they guided us through each step in the process, making sure every milestone was fulfilled to our standards."

Despite all involved, the reality of the timeline didn't allow for much project latitude or any margin of error. Strong communication and cooperation between all the parties involved was paramount to the success in transferring all critical data. Due to the combined efforts,

Pemco's system effectively went live on SAP from Symmetry's data center a day early, offering the Sunday before the business week to run verification scripts and shake out any configuration issues prior to bringing the entire company back online Monday morning.

**"The new environment is faster to say the least," says Bohte.** "And with the exception of a couple of minor third party issues that couldn't be tested prior to our "go-live", everything went like clockwork. We are now several weeks into the live project and couldn't be more thankful for the attention that Symmetry paid to our project, and for the continuing support of the Symmetry team in Milwaukee."





## About Symmetry

Symmetry™ is a leading applications management and hybrid cloud hosting solution provider with deep expertise in SAP application management. As a true extension of your IT team, we place a laser focus on our customer's experience and offer highly flexible, tailored solutions to meet the unique business needs of enterprise clients.

Since 1996, Symmetry has been providing the highest quality cloud, hosting and IT managed services. Our highly trained and certified experts are ready to meet your IT needs with the best, most flexible service available. Our customers have the peace of mind that comes from knowing everything will be taken care of — and taken care of right.

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