

INGERSOLL-RAND

EXECUTIVE SUMMARY:

Ingersoll-Rand, one of the world's largest manufacturers, saves 25 percent by engaging TEKsystems consultants for ERP support.

TECHNOLOGIES SUPPORTED:

Oracle Financials; Oracle WMS; Oracle iStore; Oracle iProcurement/iSupplier; Oracle MFG; Oracle Shipping and Inventory; Oracle Order Management (OM) and Advanced Pricing



Profile: Ingersoll-Rand is a \$13 billion globally diversified industrial company offering multi-brand commercial product manufacturing to customers in various global markets. Headquartered in Davidson, N.C., the company is divided into four divisions: Core Technologies, Climate Solutions, Industrial Technology and Security. TEKsystems has been a staffing partner since 2005 and has worked to support various projects within these divisions.

Situation: Ingersoll-Rand had identified a need for Oracle ERP upgrades within its manufacturing operations. To date, the client had outsourced most of its IT initiatives and had historically relied on a few well known strategic partners to handle projects of this size, scope and type. The company had grown frustrated with its vendors' inability to provide quality IT resources and high costs. Our high-end ERP talent and ability to leverage our off-shore model to offer scalability, prompted Ingersoll-Rand to select TEKsystems as its strategic partner for this project.

Solution: Having worked with this client on prior staffing engagements, we were already engaged at the corporate level. Under a five-year MSA for direct placement, staffing and services, we were able to fill the initial requirement for seven functional consultants within the first 30 days. We have since filled five additional Oracle ERP functional consultant roles within the client's Industrial Technologies and Security Technologies units. These resources were tasked with upgrading the following ERP modules:

- Oracle Financials
- Oracle WMS

- Oracle iStore
- Oracle iProcurement/iSupplier
- Oracle MFG (BOM, WIP, CST)
- Oracle MFG Shipping and Inventory
- Oracle Order Management (OM) and Advanced Pricing

Ingersoll-Rand is decentralized and this project required our ERP consultants to adhere to a 75 to 100 percent travel schedule to work with the business owners to complete the upgrades. A mixed team of about 30 Ingersoll-Rand and TEKsystems specialists split its focus to travel to each plant for a week at a time while the others worked out of either the client's North Carolina or Kentucky locations.

Benefits: Not only did TEKsystems provide the resources needed to complete this effort on time and within budget, but the client also reported major benefits yielded from its partnership including exclusive access to our vast network of IT professionals. The client was very pleased to find that TEKsystems could uncover hard to find skill sets and also accelerate the speed at which these resources were placed, often filling reqs in 2/3 the time taken by other providers. After evaluating candidates from TEKsystems and several other vendors, TEKsystems emerged as the only provider capable of quickly providing high quality resources at a rate which offered a 60 percent cost savings over the rates quoted by a competitors.

“Ingersoll-Rand signed a five year contract with TEKsystems to provide Oracle functional resources and to provide staffing to build out our India support center. Our company is in the process of rationalizing our global manufacturing footprint in Oracle, and TEKsystems has been a key strategic partner providing resources with hard to find specialized skills to support our projects. With over 800 legacy systems to migrate to Oracle, we have an extensive requirement for senior level resources and TEKsystems has met all our expectations.”

– Supplier Manager, Third Party Services Ingersoll Rand

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Aside from the aforementioned, Ingersoll-Rand acknowledges several other differentiators as setting TEKsystems apart from other providers. The client found great value in our attentiveness and commitment to understanding the company's core business objectives, project requirements and budget constraints and our ability to leverage this understanding to deliver profound business impact was unmatched. Our post-placement follow up was focused on conducting performance reviews, conflict resolution and continuous improvement, which was viewed by Ingersoll-Rand as a true testament to our dedication to fostering a long-term partnership. With this very compelling offering, TEKsystems is regarded as a preferred provider and more notably a strategic business partner. TEKsystems is now working with the client to explore staff augmentation opportunities in Europe and India.