

Sage ERP X3 | Case Study

Saint-Gobain Semiconductor Equipment Improves Efficiencies with Sage ERP X3

Saint-Gobain Semiconductor Equipment (SGSE) is a San Jose-based subsidiary of the \$30 billion Saint-Gobain company headquartered in Paris, France. The company manufactures metal components and integrates chip manufacturing systems for the semiconductor industry.

A merger of two companies formed SGSE, which resulted in the unenviable challenge of trying to reconcile two separate business information systems. Redundancies and confusion reigned. “It was a struggle to get the information we required and to make sure that everyone was working off the same data,” said Larry Walker, IT Director for the company. “Often we ended up throwing manpower at projects to get the information we needed.”

The need to plan and execute among five manufacturing plants across California and Texas added to the complexity, as did the desire to consolidate profit and loss data at the department and site level.

“We also lacked the flexibility to respond to whatever changes might come – whether from an internal reorganization or the acquisition of another entity,” Walker explained.

Recognizing that maintaining dual systems would hinder the company’s evolution, SGSE committed itself to replacing them with a single enterprise-wide application. Because of the diversity of its businesses, the company’s worldwide plants implemented a variety of mid-sized vendor packages. With the help of consultants, SGSE narrowed a list of 12 finalists to four: SAP, QAD, Lilly and Sage.

Adding to the complexity of the search, SGSE was concerned about selecting an IT infrastructure that would be robust enough to handle large volumes of users, but could be supported by a lean staff of just five people. “Moving to a single enterprise-wide system meant having to support 100 users across our multi-site operation,” said Walker. “We had mid-sized technical skills on staff, but we weren’t sure that Microsoft’s operating system and database were robust enough to support an industrial-strength operation.”

In February 2002, Saint-Gobain selected Sage ERP X3, together with IBM’s xSeries Client/Server architecture. “We found it provided just about all the bells and whistles we needed for our situation at a much lower cost up-front, as well as from an ongoing maintenance standpoint,” said Brian Wong, SGSE’s Director of Business Development.

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- Brian Wong
Director of Business Development
St. Gobain

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Sage ERP X3 gave the company everything it needed in a single enterprise-wide suite: manufacturing, scheduling, sales, inventory, procurement, receivables and payables. “We were also impressed by the ability of Sage ERP X3 to interface with SAP’s General Ledger software at our parent company,” added Wong. “After learning about Sage ERP X3’s rapid implementation and flexibility, it was clear that this was the best choice for a business our size.”

Another key decision factor was Sage ERP X3’s proven ability to accommodate a large concurrent user population in a multi-site environment on a single n-Tier Windows-based client/server system. “With the IBM xSeries, we didn’t need to add Unix or Oracle expertise to our technical staff,” said Walker. “We were impressed that we would be able to run a large-scale system using pure Microsoft technology on IBM hardware.” The Sage ERP X3 services team helped SGSE configure an n-Tier client/server system consisting of two application servers and a single data server.

In just eight months following the selection of Sage ERP X3, SGSE was operating its business on the new system. “We’re still early in the process, but the big ticket advantage from day one is that everybody is on the same page,” Walker said. “We now have confidence in inventory and availability information, and we know the exact status of all customer orders. The second advantage we see coming is a result of consistency of business processes at the different sites.”

While the current configuration readily accommodates 100 concurrent users with high performance marks, SGSE is also assured that they can easily add to the configuration as they grow.

Headquarters
San Jose, CA

Industry
Manufactures metal components and integrates chip manufacturing systems for the semiconductor industry

Revenue
A subsidiary of the \$30 billion Saint Gobain company headquartered in Paris, France

Sage ERP X3 Licenses
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