



“We are running the E-Business Suite without any on-site Oracle technical staff.”



*Mike Mesco
IT Manager
Jernberg Industries, Inc.*

Challenge

Jernberg Industries needed a cost-effective solution to support its Oracle E-Business Suite environment.

Solution

Jernberg selected TUSC Managed Services to provide remote monitoring and administration.

Results

Jernberg reduced its Oracle support staff cost by 20 percent and improved operational efficiency.

The competitive landscape has forced manufacturers like Jernberg to consider cost reduction options, including outsourcing. Even so, Jernberg's partnership with TUSC didn't begin with remote management. "We first used TUSC to assist in a database upgrade and were impressed with the expertise that our on-site consultant demonstrated," said Mike Mesco, IT Manager.

Presented with the option of maintaining an on-tap resource, Jernberg enlisted the services of TUSC Managed Services, which includes 24 x 7 monitoring, emergency response and an allotment of task hours.

Mesco sees advantages in the remote arrangement. "We are running the E-Business Suite without any on-site Oracle technical staff," Mesco explained. He continued, "We have a great working relationship with our assigned DBA and benefit from the close partnership between TUSC and Oracle."

Jernberg continues to realize the benefits of TUSC Managed Services, including a 20 percent reduction in Oracle support staff cost. "Our TUSC DBA listens well, automates manual processes and addresses system issues at an expert level," Mesco said, "but it is the sense of security and peace of mind that is most difficult to quantify."

Supplier of the Year Chooses TUSC Managed Services

Jernberg Industries, Inc., founded in 1937, is the nation's first independent press-forging company. Automobile manufacturers such as Ford, General Motors and Toyota have awarded Jernberg the highest marks for quality, delivery and performance, including *Supplier of the Year* on multiple occasions. Jernberg relies on Oracle's E-Business Suite and TUSC Managed Services to run its business.

ABOUT TUSC

Specialists in helping companies optimize their investment in Oracle Technology. Providing integrated functional and technical solutions since 1988 in the areas of Managed (DBA) Services, Database Services, Training & Mentoring, Custom Development, Oracle's E-Business Suite, Business Intelligence, and Licensing.

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