



Oracle Customer Snapshot



## Ingersoll Rand Reduces Energy Consumption by 45,500 Kilowatt Hours Annually and Minimizes Reliance on Paper with Sustainable IT Solution

**INGERSOLL RAND**

Piscataway, NJ  
www.ingersollrand.com

**INDUSTRY:**

Industrial Manufacturing

**ANNUAL REVENUE:**

US\$13 billion

**EMPLOYEES:**

60,000

**ORACLE PRODUCTS & SERVICES:**

Oracle Business Intelligence  
Oracle Field Service  
Siebel Sales  
Siebel Field Service  
Oracle Financials  
Oracle Supply Chain Management  
Oracle Order Management

**ORACLE PARTNER:**

Deloitte Consulting LLP  
www.deloitte.com

"Oracle Field Service enabled us to replace our high consumption laptops and cell phones with energy-efficient hand held devices. The device transition saved us 45,500 kilowatt hours annually—which translated to a cost savings of US\$4,459 per year."

— Tim Fleming, Vice President of IT, Ingersoll Rand Industrial Technologies

Ingersoll Rand is a multibrand commercial and residential products manufacturing company, serving customers in diverse global markets. The company's products, services, and solutions enhance quality and comfort in homes and buildings, transport and protect food and perishables, secure homes and commercial properties, and enhance industrial productivity and efficiency.

### Challenges

- Leverage IT resources to position the company as a leading provider of environmentally friendly solutions
- Reduce the company's reliance on energy-heavy laptops and cell phones
- Automate paper-based, service-chain processes to reduce paper consumption and improve efficiency and quality of service to customers

### Solution

- Deployed an Oracle-based customer center order management solution—integrating Ingersoll Rand's legacy Oracle enterprise resource planning (ERP) solution with Oracle's Siebel customer relationship management (CRM) applications to improve usability, reduce processing times, maintain flexibility, and decrease total cost of ownership
- Reduced the company's use of paper throughout the service chain by automating service jobs, inventory movement, and electronic signatures with Oracle Field Service
- Replaced laptops and cell phones with energy-efficient hand-held devices—reducing the company's energy consumption by 45,500 kilowatt hours per year and saving US\$4,459 annually
- Automated previously paper-based processes—eliminating the company's use of approximately three-to-five tons of paper annually
- Increased the company's use of drop shipments, cutting manual shipping transactions by 30% and reducing the emission of greenhouse gases
- Reduced sales entry time by more than 50% through a simplified data entry process
- Transitioned from paper-based to electronic service contracts—accelerating the creation and execution of agreements and reducing paper use
- Increased the number of service calls scheduled daily by 11% and improved the ability to dispatch relevant technicians to avoid duplicate service calls and related energy expenditures
- Initiated global implementation of the Oracle platform across Ingersoll Rand's manufacturing plants and distribution centers to streamline processes and facilitate enterprisewide achievement of the company's sustainability goals