



Ingersoll Rand
Montvale, NJ
www.ingersollrand.com

Industry:

Industrial Manufacturing

Employees:

64,000

Oracle Products & Services:

Oracle Database Enterprise Edition
Oracle Application Server
Oracle Financials
Oracle Flow Manufacturing
Oracle Advanced Supply Chain Planning
Oracle Order Management
Oracle Premier Support
Oracle Business Process Outsourcing

“When we saw our IT systems becoming a barrier to our growth and a cost challenge to our bottom line, we knew we needed a platform that could support our vision. Oracle E-Business Suite has provided that platform. Working with Oracle Premier Support, specifically My Oracle Support, we’ve been able to reduce our downtime while continuing to deploy the applications to additional facilities.” – Michael Macrie, Vice President, Software Architecture and Strategy, Ingersoll Rand

Ingersoll Rand Integrates Acquired Companies Using Standardized Technology and Global IT Support

Ingersoll Rand is a multibrand commercial products manufacturing company, serving customers in diverse global markets. Through acquisitions, innovations, and customer focus, the company has steered away from the capital-intensive, heavy-machinery profile of its past. Today, Ingersoll Rand’s products, services, and solutions enhance quality and comfort in homes and buildings, transport. They also protect food and perishables, secure homes and commercial properties, and enhance industrial productivity and efficiency.

Challenges

- Eliminate IT barriers to growth and improve the company’s ability to compete cost effectively with diverse products in emerging global markets
- Unify acquired companies and diverse business divisions on a consolidated common enterprise software platform with global reach for sustainability and to reduce operational costs

Solution

- Implemented Oracle Database Enterprise Edition and standardized processes on Oracle E-Business Suite to stay globally competitive through lean business practices
- Improved profitability with Oracle Flow Manufacturing, which helped increase inventory turns, lower the amount of inventory on hand, and reduce floor space requirements
- Provided one face to the customer—despite numerous business lines coming together on the back end
- Identified potential supply chain bottlenecks with Oracle Advanced Supply Chain Planning, enabling proactive resolution
- Leveraged Oracle Financials to streamline financial processes and reduce closing cycle times
- Gained a high performance, extremely secure database with Oracle Database Enterprise Edition
- Utilized Oracle Business Process Outsourcing, My Oracle Support, and Oracle Premier Support to gain a simpler way to manage the company’s IT systems, resulting in 30% reduction in time required to create and manage service requests
- Reduced services requests by 25% by using security and general alerts
- Achieved 99% availability through Oracle health checks