

PPG Achieves Faster Problem Resolution through Award-winning Premier Support



PPG Industries
Pittsburg, Pennsylvania
www.ppg.com

Industry:

Industrial Manufacturing

Annual Revenue:

\$10.2 billion

Employees:

30,800

Oracle Products & Services:

Oracle Database
Oracle E-Business Suite
Oracle Discrete Manufacturing
Oracle Process Manufacturing
Oracle Financials
Oracle Human Resources

Key Benefits:

- Benefited from faster problem resolution through Oracle's global support infrastructure and direct access to Oracle Support Engineers Recap metrics and other important benefits addressed in text
- Achieved optimal performance with Oracle Support diagnostic tools
- Received expert guidance through a personalized support relationship

"We are using Oracle products to drive and integrate many of our critical business processes, including financials, order processing and human resources. We need the highest level of support possible. And that is exactly what we've achieved through Oracle Premier Support." – Werner Baer, Vice President, Information Technology, PPG Industries

With 110 production facilities providing coatings, glass, chemicals and fiberglass to customers around the world, PPG Industries understands the importance of keeping its manufacturing and business sites operating around the clock.

Founded in 1883, the company's long history of success and growth stems from its commitment to moving in new but related directions through technology leadership. In addition to the first straight-line conveyor method of glass manufacture nearly a century ago, PPG has introduced innovations such as impact-resistant optical plastics, self-cleaning window glass, scratch-resistant automotive coating, electronically dimmable airplane cabin windows, and many other breakthrough products and processes for industrial and commercial use.

To support its goals of competitive leadership through quality products and growth through innovation, PPG's business units require robust technology—from database, to middleware, to applications. With Oracle software, including Oracle Database, Oracle E-Business Suite, Oracle Discrete Manufacturing and Oracle Human Resources, PPG had the solutions it needed to support its challenging business requirements. To match this robust technology, PPG turned to Oracle's award-winning Premier Support. PPG was able to achieve faster problem resolution through Oracle's global support infrastructure, proactive automated tools, and personalized account management—benefits that are all exclusive to Oracle Premier Support and Oracle's Advanced Customer Services.

“We are working with Oracle to map out plans and anticipate issues. We meet and discuss the initiatives that are planned for the next six to twelve months and the associated support activities. The proactive approach has made a major difference, keeping us on schedule and on budget.”

Werner Baer
Vice President IT
PPG Industries

Faster Problem Resolution Equals On Time, All the Time

With operations in more than twenty countries, PPG needs access to real-time, multi-language support. By choosing Oracle Premier Support, PPG benefits from the largest support infrastructure in the world. Support in twenty-seven local languages from more than 7,000 Oracle experts backed by over 14,000 software developers is always there when PPG needs it, from eighteen hubs on five continents.

To keep its mission-critical business processes running at peak performance, PPG needs to be able to call upon the expertise of support professionals who know their business and can address their issues swiftly. “We are using Oracle products to drive and integrate many of our critical business processes, including financials, order processing and human resources,” said Werner Baer, Vice President of Information Technology at PPG. “It is paramount that any of our problems be addressed with the appropriate urgency and that resolution is reached quickly. Our processes must operate smoothly day-in and day-out. We need the highest level of support possible. That is exactly what we’ve achieved through Oracle Premier Support.”

Oracle Premier Support plays a significant role in keeping PPG’s numerous projects on schedule. PPG makes extensive use of Oracle Premier Support’s advanced support technologies, including Oracle*MetaLink*, Oracle Web Conferencing available through Collaborative Support, and Oracle’s diagnostic tools. Oracle*MetaLink*, Oracle’s exclusive web support portal, offers real-time access to Oracle engineers and to the industry’s most advanced automated tools, helping PPG resolve issues quickly and increase user productivity. Collaborative Support provides highly secure web conferencing access and a direct connection to Oracle Support engineers. Oracle’s diagnostic tools help companies like PPG configure, monitor, and maintain their solutions for optimal performance. These performance-measuring and -monitoring tools not only collect metrics and data in real time to locate bottlenecks, but also work with the full Oracle technology stack, including database, middleware and application solutions for both test and production systems. These have helped PPG achieve peak performance, more intelligent management of systems loads, and faster problem resolution.

Personalized Guidance, Specialized Knowledge

PPG and Oracle Premier Support have had a long and successful relationship. Oracle's support team has assisted PPG throughout the software-ownership lifecycle—with installations, upgrades, production, operations, and more. This relationship has deepened with a dedicated Oracle Support Delivery Manager (SDM) who provides personalized account management and consistently delivers outstanding expert guidance. The support of an SDM is available through Advanced Customer Services, a set of complimentary enhanced services for customers who want to supplement their in-house Oracle expertise. Intimately understanding PPG's unique needs, the SDM serves as a valuable bridge between the activities at PPG and the extensive support resources available from Oracle, including a team of knowledgeable Oracle engineers.

“Our Support Delivery Manager really knows what PPG is doing—our projects and our priorities. She knows what needs to be done and gets things done quickly and correctly the first time,” Baer noted. Furthermore, the Oracle SDM has played a crucial role in helping PPG mitigate cost and schedule overruns by taking a proactive approach to support. “We are working with Oracle to map out plans and anticipate issues,” said Baer. “We meet and discuss the initiatives that are planned for the next six to twelve months and the associated support activities. This proactive approach has made a major difference, keeping us on schedule and on budget.”

Close communication between the Oracle team and PPG has helped the company stay on track. “Everyone on the team is grounded in terms of what's going on with the account, as well as what's going on with Oracle. We know what our key priorities are for the next year. Everyone is aligned and on the same page, focusing on the priorities. We are confident that we are moving in the right direction,” explained Baer.

Why Oracle?

Like Oracle, PPG is a company built on innovation. As such, it seeks thought leadership in the support organizations it chooses. With manufacturing operations in more than twenty countries, PPG needs the strength and reach of Oracle's global support infrastructure. Furthermore, to automate and enhance its Oracle

technology, PPG needs the most advanced automated tools the industry has to offer. Oracle has also delivered on that front.

When it comes to personalized support, PPG has received expert guidance and personalized support from people who truly know and understand their business.

Implementation Process

PPG takes advantage of the newest and highest functionality of its Oracle products by upgrading to the most current releases. In July 2003, PPG upgraded the Oracle Human Resources Management System in North America to v.11.5.7. The following year, they upgraded the Oracle Financials system in North America to 11i, and added Oracle iReceivables in 2006.

In addition to product upgrades, PPG is consolidating its order processing, manufacturing and financial systems in Asia/Pacific and Europe, creating single systems regionally for all business sites operating there. The effort in Asia/Pacific was completed in early 2006 and has proven invaluable for supporting rapid merger and acquisition (M&A) integrations in that region (five new entities—M&As, joint ventures and greenfield manufacturing plants—have been added there since 2005). In Europe, the project to replace 16 disparate legacy order management systems with a single Oracle platform will see its first implementation in early 2007, with completion by the end of 2008.

Pittsburgh-based PPG is a global supplier of coatings, glass, fiberglass and chemicals, with 110 manufacturing facilities and equity affiliates in more than 20 countries. Sales were US\$10.2 billion in 2005.