

## ORACLE'S CONFIGURATION SUPPORT MANAGER HELPS INGERSOLL RAND TO EASE AND SPEED ITS GLOBAL TRANSFORMATION



Ingersoll Rand  
www.ingersollrand.com

**Industry:**

Manufacturing

**Annual Revenue:**

\$10.5 billion

**Employees:**

40,000

**Oracle Products & Services:**

Oracle Premier Support  
Oracle Labs 11i  
Oracle 11i ERP (11.i8-11.i.10)  
Oracle Financials  
Oracle Manufacturing  
Oracle Flow  
Oracle Advanced Supply Chain  
Planning Suite  
Oracle Order Management

**Key Benefits:**

- Maintained 99.9% availability with the help of HealthChecks
- Reduced time spent creating and managing Service Requests by up to 40%
- Created 25% fewer Service Requests due to General and Security Alerts
- Reduced time researching and tracking each product issue by 2-3 hours

*“We are in the process of converting multiple legacy systems to an Oracle platform. Oracle Premier Support, specifically Configuration Support Manager, helps to eliminate several arduous tasks—allowing us to focus on transforming our business processes as well as our business systems.”*

*- Mike Macrie, Director of Back Office Technology,  
Ingersoll Rand*

What started in 1871, with Simon Ingersoll and his patented steam-powered rock drill, has since become a \$10 billion a year company called Ingersoll Rand. This global innovator continues “inspiring progress” across four market leading sectors: compact vehicles, climate control, security and industrial technologies.

To support continued growth and progress, a transformation from multiple operating systems to one global platform is essential—and Configuration Support Manager, a proactive automated support feature included in Oracle Premier Support, is helping to actualize this goal.

“Our ultimate goal is to migrate all of our five business sectors to Oracle within a challenging timescale. Additionally, by the end of 2006, we are scheduled to complete an 11.5.10 upgrade, a 10g RAC upgrade, a database consolidation and Oracle11i implementations in three of our largest manufacturing plants,” says Mervyn Lally, Operations Systems Manager, Ingersoll Rand. “Configuration Support Manager is essential to accomplishing these targets because it saves us an incredible amount of time while enabling us to get the most value and performance from our systems.”

## A More Intelligent Way to Manage Complex Environments

Foremost among the proactive automated support capabilities offered to Oracle Premier Support customers, Configuration Support Manager provides a simpler way to track, manage, and support Ingersoll Rand's Oracle configurations—in development, testing and production modes. With it, Ingersoll Rand is able to centrally view all of its configuration information along with the associated Service Requests, Product Alerts, and projects. "Previously, we had to sort through a barrage of documentation to determine which alerts and patches applied to us, in addition to managing a number of Excel spread sheets to track and reconcile Service Requests," says Mervyn Lally. "Now, we simply log on to OracleMetaLink, go to Configuration Support Manager and its all there. We can see specifically which Security Alerts and General Alerts pertain to our unique environments—which configuration, which instance, which database—and see all of our Service Requests by project." This simplified view is just one of the enhanced features Ingersoll Rand is able to take advantage of with Configuration Support Manager. The benefits have just begun.

## Faster Problem Resolution for Higher System Availability

Configuration Support Manager not only provides Ingersoll Rand with a dramatically simpler way to manage its environments, it has also let the company benefit from significantly faster problem resolution. With Configuration Support Manager enabled, the information exchange between Ingersoll Rand and Oracle's support engineers is accelerated, leading to faster problem diagnosis and reduced time to resolution. Ingersoll Rand now has a faster way to create and manage Service Requests—reducing time spent doing so by 40%, and providing a faster, more accurate way to isolate and identify problems. "Problems are solved by information. Configuration Support Manager significantly reduces the time spent gathering information and much of the back-and-forth between Oracle and our staff. We can see everything—our current configurations, details about the applications and versions we're running, and any change made—and the Oracle engineer can see these items as well," says Lally.

### **From Faster Issue Resolution to Proactive Issue Notification: with Security Alerts and General Alerts**

Ingersoll Rand also relies on Security Alerts and General Alerts within Configuration Support Manager, which helps prevent issues from ever becoming a problem. Security and General Alerts are proactive, automated, secure notifications that inform Ingersoll Rand of which patches and fixes to apply to avoid exposure to risk. “We’re creating about 25% fewer Service Requests,” says Lally, “and this is a result of the alerts we receive that are pertinent to our specific configurations, helping us stay on top of fixes and patches for our entire system.” General and Security Alerts are especially valuable to companies like Ingersoll Rand that are transforming on a global scale as they ensure more efficient change management. “We rely on Oracle Premier Support to help us maintain our patch levels, maintain our systems, and maintain our security.”

### **Relying on HealthChecks for Optimized System Performance**

Solving issues before they become mission-critical has kept Ingersoll Rand’s systems highly available and running at peak performance. HealthChecks, available within Configuration Support Manager, have helped Ingersoll Rand maintain 99.9% availability, keeping the company’s systems running smoothly, even during peak system loads. “HealthChecks are extremely beneficial, specifically around our financial applications and month-end issues,” says Lally. Developed by Oracle’s most experienced engineers, HealthChecks identify potential issues that may affect the overall stability, performance and scalability of Oracle environments, and inform customers of the risks associated with configuration-specific issues. “Considering the level of support we’ve experienced so far, I am encouraged by Configuration Support Manager and what it means for the future of my team. The less time we spend on support, the more time we can spend on implementation—and that is of greatest value to the business.”

## Why Oracle?

With Oracle's complete Premier Support offering, including its Lifetime Support Policy, Lally states, "We can remain, and stabilize, on one release knowing that Oracle will continue to provide ongoing updates and releases. This is key to our success and to our decision to use Oracle." Oracle's Lifetime Support Policy is the industry's most flexible and comprehensive policy, and covers the entire technology stack of companies like Ingersoll Rand—from database, to middleware, to applications. Knowing up front how long its Oracle technology will be supported has provided Ingersoll Rand with a superior ownership experience, letting it plan its upgrade strategy according to its business strategy. "There is a degree of risk associated with frequently changing our environments. Therefore, not being forced to upgrade to new releases will allow us to stay focused on our end-goal."

As a manufacturing company, and not an IT company, Ingersoll Rand also needed strong technology leadership. "With Oracle, we are building the foundation for the future—for us, that is Oracle Fusion and a flexible service-oriented architecture. Next-Generation is down the road, but we take great comfort in the fact that we are on the right path with Oracle Premier Support."

## Implementation Process

Ingersoll Rand has been an Oracle customer for nine years. It is currently running Oracle 11i ERP (11.i.8-11.i.10) in five different sectors on six separate systems, supported globally by two service centers. As well as upgrading its ERP systems, Ingersoll Rand is aggressively implementing and deploying Financials, Manufacturing, Flow, Advanced Supply Chain Planning Suite, and Order Management products. The company's transformation will be complete when it has consolidated to a single global instance for each business sector, and Lally expects a smooth transition with the guidance and assistance of Oracle Premier Support.

*Ingersoll Rand is a leading diversified industrial company providing products, services and integrated solutions to industries ranging from transportation and manufacturing to food retailing, construction, and agriculture. With a 135-year-old heritage of technological innovation, we help companies worldwide to be more productive, efficient and innovative. In every line of our business, Ingersoll Rand enables companies and their customers to create progress.*