DATA **INTENSITY**
Making Data **Manageable** | Making Data **Meaningful**

A Partnership in the True Sense of the Word

Aspen Technology

Our customer.

For more than 30 years, Aspen Technology has been a leading supplier of software that optimizes process manufacturing. Using AspenTech's aspenONE® solutions, process manufacturers can implement best practices for optimizing their engineering, manufacturing and supply chain operations. To date, more than 150,000 users at over 1,750 process industry companies rely on AspenTech to achieve their operational excellence goals.

CIO Irwin Weiss has been leading the IT function at AspenTech for more than 10 years. "When I joined AspenTech, I realized we did not have adequate support resources in the Oracle E-Business Suite area," he recalled. "We already had the software in-house as the core platform for our business but we had challenges providing support."

At the time, AspenTech was in the throes of multiple internal transitions and restructuring, which resulted in a lack of skilled resources for Oracle technology. Realizing he needed to supplement his staff with necessary Oracle skills, Weiss looked for a partner.

Data Intensity Products/Services Used by Aspen Technology

▶ Oracle Remote Managed Services

▶ Microsoft Remote Managed Services

▶ Oracle Functional Service Desk

▶ Professional Services

Our relationship.

"Historically we had been providing our own in-house support at both the technical and functional levels for our Oracle applications," Weiss said. "Application database administration is a very specialized area – it can be extremely difficult to find resources with the right credentials." Weiss knew it would be challenging to hire experienced staff and quickly get them ramped up so he decided to look for a partner with deep Oracle experience that could easily and flexibly supplement his internal IT organization.

Weiss began his search for a partner, relying on his network of colleagues and Oracle experts - which led him to Data Intensity. "We looked at Data Intensity as well as a couple of their competitors," Weiss recalled. "We did an assessment with all the vendors and felt that Data Intensity had the best mix of capabilities, experience and price." Weiss prefers working with smaller partners. "We have had good success working with the smaller to mid-sized firms," he said. "With Data Intensity, we know that if we have an issue, we have ready access to senior management and a quick escalation path – this has proven to be true throughout our relationship."

"There is definitely a positive ROI from the standpoint of their cost versus the cost of doing it ourselves. With Data Intensity, we have access to a broad base of experienced resources that enables my organization to be more responsive to the requirements of our business."

**Irwin Weiss
Chief Information Officer,
AspenTech**

AspenTech immediately called on Data Intensity to provide application database administration (DBA) services. Based on the success at that level of engagement, Weiss extended the coverage over time to include functional support and discretionary projects; among them a major upgrade to Oracle E-Business Suite R12. "We moved to R12 over a year ago," Weiss said. "We put the project out to competitive bid. In the end, Data Intensity won the project because of their capabilities and expertise, an attractive cost proposal and an aggressive timeline for execution."

Like any major project, the move to R12 had its challenges. However, Weiss was pleased with Data Intensity's well-planned approach and the expertise of the resources assigned to the project. He remarked, "Data Intensity brought in some resources to address some particularly complex issues during the upgrade and, in the end, I am happy to say that the upgrade was considered a success."

Our results.

AspenTech has achieved a positive return on investment on the services provided by Data Intensity. "There is definitely a positive ROI from the standpoint of their cost versus the cost of doing it ourselves," he said. "With Data Intensity, we have access to a broad base of experienced resources that enables my organization to be more responsive to the requirements of our business."

Weiss is also very impressed with the overall flexibility and consistency he receives from Data Intensity. "Data Intensity is extremely flexible to work with," Weiss said. "Flexible with the contract, flexible in our day-to-day relationship and flexible relative to project work. Data Intensity has exceptional retention of technical talent – our counterparts have been consistently the same over the years that we've worked together."

"Overall, our relationship with Data Intensity has been positive," concluded Weiss. "Data Intensity has been a partner of ours – in the true sense of the word. They have always been here for us when we need them, whether it's for functional support, a DBA activity or a discretionary project."