

Maintaining a Steady Flow

Managing Large Scale, Global Enterprise Systems for the
Leader in Blood Management Supply Chain Solutions
Haemonetics Corporation

Our customer.

A smooth-operating supply chain is essential to virtually any business responsible for manufacturing and moving goods and materials, but when that supply chain helps to support the global blood supply for the medical industry, "essential" takes on a whole new meaning.

Haemonetics is the global leader in blood management, which includes devices, software and services for each facet of the blood supply chain. Haemonetics' solutions manage the process from the time blood is collected from a patient or donor to when blood components (plasma, platelets and red blood cells) are transfused back into a patient. The company's mission is to provide blood management solutions that optimize collection center operations, allow for the delivery of the best available products and assist medical professionals in making the most informed patient care decisions possible.

Technology is at the heart of innovation for Haemonetics, and this extends to the internal IT systems used to run the company's global business. The Haemonetics Enterprise IT team, led by Tony Gazikas, VP and CIO, focuses on building systems that are as effective internally as its blood management solutions are for its customers. The IT team has created a fully integrated environment that spans everything from ERP, order cash management, embedded systems, EDI, email and other business-critical functions to ensure that Haemonetics can operate effectively and flexibly in a globally competitive market.

Our relationship.

Haemonetics has partnered with Data Intensity for more than seven years. When Haemonetics initially decided to move to an ERP system, the company realized it would also need a highly experienced outsourcing vendor that could manage and support the system complexity required for enterprise-level software. Having selected Oracle's Enterprise Business Suite (EBS), Haemonetics began a formal RFP process to search for the right hosting partner.

Haemonetics reviewed a wide array of potential partners from multi-billion dollar firms to smaller regional players – and selected Data Intensity. Gazikas provided some background into the decision-making process: "At the time, Haemonetics worked with several potential partners, narrowing it down to two finalists. In the end, we chose Data Intensity because the company had the best-combined offering of data center and Oracle enterprise systems experience in addition to a full service technical

Data Intensity Products/Services Used by Haemonetics

- ▶ Enterprise Cloud Services
- ▶ Oracle Functional Services
- ▶ Disaster Recovery
- ▶ Professional Services

and functional support team. This allowed Haemonetics to focus our efforts on completing the implementation with our internal business partners, not running an ERP system."

Haemonetics quickly realized the benefit in working with Data Intensity given their knowledge in managing large-scale integrated global systems like Oracle EBS. "We used a large number of modules in Oracle EBS that made our operating landscape quite complex. It would have been very difficult to manage and operate internally without an extensive array of highly specialized and skilled resources. Data Intensity provides these specialty skills at an affordable price," said Gazikas. "They have exceptional knowledge and a deep bench of professionals with 24x7 global support, making them an excellent match for Haemonetics."

Over time, Gazikas recognized that Haemonetics could gain additional value by consolidating other mission-critical global applications into a common hosting environment. He approached Data Intensity with a plan to move Agile PLM to the Data Intensity hosting environment. When that initiative was successful, the Haemonetics team recognized that Data Intensity could be leveraged even more as its data center provider for all global enterprise systems. This would be a significant undertaking requiring some technology innovation, creative design work and a commitment to long-term support. Haemonetics was thrilled when Data Intensity agreed to the strategy.

"We worked in partnership with Data Intensity to successfully migrate many of our other critical business systems. The migration also required us to extend our Active Directory, Citrix farms and other related services into their data center," Gazikas remarked. Gazikas was very impressed with Data Intensity's ability to extend its scope of technical capabilities and its ability to manage interdependencies between multiple business applications. "Data Intensity clearly understood our needs and the bigger vision of what we were trying to achieve at an enterprise level – that was really important to us," he said. "Consolidating our core business applications was a joint effort between both companies and included a healthy dose of push and pull."

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**Tony Gazikas
VP and CIO, Haemonetics**

Our results.

Looking back, Gazikas knows Haemonetics made the right choice in Data Intensity, and intends to expand the relationship over the coming years. While removed from the day-to-day operations, he routinely gets positive feedback on Data Intensity from his staff who are grateful that they can turn over global hosting and management functions to Data Intensity while they focus on building new business capabilities such as ecommerce and business analytics. He noted, "Data Intensity knows enterprise systems well, and it's been great to offload items such as our Oracle EBS application break-fix to them so that my staff can concentrate on business enablement. It's just a much better value chain for us to work this way."

Because Haemonetics and Data Intensity have built a solid business relationship over the years, there is a great deal of collaboration between the two companies – always helping each other to grow and prosper, while having rich, ongoing discussions about what they are trying to accomplish and achieve individually and together.

"I don't think Haemonetics would have been able to make the transition to a new ERP system, deliver 15 acquisitions, significantly expand our global application portfolio, create business intelligence apps and manage large-scale enterprise systems all with an in-house team. It would take too many technical specialists for a company of our size," said Gazikas. "We love having partners like Data Intensity that can help us leverage our efforts to deliver faster and provide more value to our internal business partners."