

CedarCrestone's Hosting Services paves the way for significant growth within BWAY

BACKGROUND

BWAY Corporation has served the North American container industry for more than 100 years. Through partnerships with customers, progressive packaging solutions, and a unique brand of service, they have evolved into the leader for the markets they serve, with annual sales exceeding \$800 million.

CHALLENGES

Historically BWAY has had a small support staff in charge of their PeopleSoft infrastructure which posed significant risks associated with single-resource dependencies. Housing limited resources resulted in spending significant amounts of executive's time addressing PeopleSoft issues as they were also preparing to experience considerable growth within their organization. BWAY has gone through a lot of acquisitions and it was necessary to integrate a number of manufacturing plants into their IT systems. If their internal IT team was going to grow, BWAY wanted them to focus on the manufacturing side of the house and not on maintenance and support issues of non-manufacturing systems. BWAY knew it was time to find a solution which would allocate their internal resources to more core-centered initiatives-meaning manufacturing.

SOLUTIONS

In 2003, CedarCrestone was chosen as BWAY hosting and upgrade partner. The decision to host with CedarCrestone was based on price points, a superior Service Level Agreement (SLA), along with a long time trusted partner status. Hosting their systems has offered management the opportunity to focus on acquisitions and an IPO as well as other business initiatives. Management can now spend minutes on PeopleSoft issues compared to hours. Hosting also guaranteed complete support of their PeopleSoft system, unlike in the past where support was managed by two internal resources BWAY now has a whole team, from CedarCrestone, responsible for the support and maintenance of their PeopleSoft investments. The SLA guarantees BWAY with the following:

- **Port-Back Guarantee:** If CedarCrestone fails to perform to terms of your contract, we will port back your systems to the location of your choosing, costs are paid by CedarCrestone
- **System Availability:** Availability will be at 99.8% or higher; if lower than 99.5%, then your next month's hosting fee is free
- **Security:** If a security breach occurs due to CedarCrestone failure to follow published procedures and best practices, then your next month's hosting fee is free



Industry	Manufacturing
Services	CedarCrestone is hosting all their PeopleSoft applications and has provided services for prior upgrades and acquisitions.
Modules	PeopleSoft HR, NA Payroll 8.3, Benefits Administration 8.3, ePay 8.3, eProfile 8.3, eBenefits 8.3
Client since	2003

- **Disaster Recovery:** If Production operations are not recovered and restored within 2 hours, then your next month's hosting fee is free
- **Performance:** CedarCrestone will commit to a 10% improvement over your current performance levels
- **Issue Response Time:** Any issue or trouble ticket will be responded to within 15 minutes or less; if not, then you receive increasing percentage credits
- **Issue Resolution Time:** Tickets and issues will be resolved within 4 hours for high priority Production issues; if not, then you receive increasing percentage credits

BWAY is now evaluating an upgrade to PeopleSoft 9.0 in early 2008 from their current PeopleSoft 8.3 applications along with deployment into Canadian operations.

CedarCrestone: Turning Software into Solutions

Analyze • Strategize • Design • Implement • Deploy • Upgrade • Manage • Optimize • Host

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About CedarCrestone

CedarCrestone delivers real client success by providing consulting, technology, and managed services for the deployment, management, and optimization of Oracle applications and technology.