



# One Vendor, Multiple Abilities: Catapult Systems Addresses Increasing Demands and Provides Managed Services Support for Tokyo Electron U.S.

## Catapult's SAFE Managed Services expedites issue resolution, removes bottlenecks, and expands pool of knowledge available to IT Staff

*A global supplier of semiconductor and flat-panel display production equipment, Tokyo Electron employs over 1,000 employees in the U.S. alone. With outdated data reporting infrastructure and a lean IT department, the U.S. organization was in need of a vendor that could assist them not only with upgrading their technology but also with helping them maintain its health afterwards.*

Tokyo Electron's data reporting hardware and software was overdue for an upgrade. Reporting users were receiving "time out" errors and experiencing report rendering issues. Without a full-time DBA, Tokyo Electron was unable to keep up with database and server issues as they arose.

At the same time, Tokyo Electron was upgrading and expanding the SharePoint farm. With SharePoint 2010's improvements, they experienced a surge in user adoption and needed additional system administrator support.

Initially Tokyo Electron tried to address the increasing demands of their SQL and SharePoint environments by retraining and redeploying existing staff to support the increasingly complex environment. Tokyo Electron realized they needed help with day-to-day support tasks, freeing IT staff to focus on strategy, analysis and solution deployment. As Collaborative Systems Manager Barbara Denton acknowledged, "By engaging Catapult's SAFE Managed Services, we could get back those added hours we wish were in our day."

## How Catapult Helped

Without increasing their staff, Tokyo Electron needed someone who could monitor the day-to-day DBA issues and respond to the increasing number of user requests they were receiving regarding SharePoint. A dedicated resource provided by Catapult's SAFE Managed Services would allow Tokyo Electron to focus on their business intelligence strategy and development.

Catapult's resident SQL Server Microsoft MVP performed an inventory of Tokyo Electron's SQL servers and an analysis of their disparate system specifications before upgrading their environment to SQL 2008, establishing consistency in the server environment. Upon completion of the upgrade, Tokyo Electron sought assistance from Catapult to monitor and support these new systems. With SLA-backed support and dedicated, named resources, Catapult's SAFE Managed Services stepped in to monitor their infrastructure, perform regular health checks, and provide recommendations on system architecture.

Catapult's local delivery team had also performed Tokyo Electron's SharePoint 2010 implementation, so it was easy for them to conduct a knowledge transfer with the Managed Services team. A dedicated consultant was assigned to Tokyo Electron's account to tackle the additional SharePoint work, allowing Tokyo Electron to return their focus to what they do best. Having done away with the need to wear multiple hats, the IT department has dramatically increased efficiency.

## Results

Before, Tokyo Electron was always in reactive mode. Now, with Catapult's SAFE Managed Services, they are empowered to assist their users *proactively* by ensuring the current and future health of their SQL and SharePoint environments.

- *No transitional delay* – With Catapult's implementation team and Managed Services under one roof, Catapult handled the knowledge transfer process on Tokyo Electron's behalf, removing the additional pain and time involved with assessing vendors and explaining the issues.
- *No more bottlenecks* – Before Catapult's SAFE Managed Services, the IT team found itself in the undesirable position of being a bottleneck. With the high volume of requests requiring tracking and prioritizing remediation was often delayed. Now, if workload doesn't allow internally, Tokyo Electron can quickly pass off a task to Catapult's SAFE Managed Services.
- *Expanded pool of knowledge* – Engaging Catapult's SAFE Managed Services has enabled Tokyo Electron to avoid the cost of hiring a full-time DBA while enjoying the benefits of having DBA expertise at their disposal. Tokyo Electron can leverage the community of Catapult's SAFE Managed Services for recommendations, augmenting their own

internal skills and increasing the overall value they provide to their organization.

Being able to consolidate in a single vendor not only the implementation of their SQL and SharePoint environments, but also the maintenance and upkeep of both environments through Catapult's SAFE Managed Services, has proven immensely helpful to Tokyo Electron. According to Laura McCanlies, IT Business Solutions Manager, "As a company wholly committed to Microsoft technologies, Catapult staff is knowledgeable in all areas. We know who to talk to. Everything is tightly controlled, and Catapult is always professional, reliable, and accessible."

“Consolidating SQL and SharePoint with one company is easier to deal with. Catapult's SAFE Managed Services gave us back those added hours we wish were in our day.”

*Barbara Denton  
Collaborative Systems Manager  
Tokyo Electron U.S.*