



TomorrowNow Client Success: Filix

SOLUTION OVERVIEW

INDUSTRY

Manufacturing

REVENUE

33 M€ / 2006

COUNTRY

France

APPLICATIONS

J.D. Edwards OneWorld Xe

OPERATING SYSTEM

AS400 & Windows 2003

Server

DATABASE

DB2_400

COMPANY PROFILE

Filix—manufacturer of yarn and fabrics for several markets—is based in France and owned by Worldtex.

Filix Finds a Trusted Partner in TomorrowNow Support Services

Unparalleled Communication and Response Saves Leading Textile Manufacturer Valuable Time

Filix, the French subsidiary of Worldtex, makes covered elastic yarn products and narrow elastic fabrics for use in the apparel, textile, home furnishings, and specialty end-use markets. The company recently enlisted TomorrowNow Support Services for the company's 23 J.D. Edwards OneWorld XE applications, including Distribution, Manufacturing, and Financials.

The change to TomorrowNow was timed perfectly. "With margins being extremely tight in the textile business, our parent company Worldtex wanted to reduce our maintenance costs," recalled Hervé Vigneron, Filix IT Manager. "Having just received a mailer for TomorrowNow and reading an article about them, I knew their maintenance was much more affordable than vendor-based maintenance. And with a global network of experienced support engineers we knew they could support us in French."

After going live on J.D. Edwards in 2000, Filix wanted to keep its enterprise system for several more years. TomorrowNow's model of providing the necessary critical fixes and the tax and regulatory updates that enable clients to stay on its releases for up to ten years was a compelling reason for Filix to consider TomorrowNow. "We only want to change our software when it's necessary to meet our needs, not to meet a vendor's short retirement schedule," said Vigneron. "In that sense TomorrowNow was a good match for us."

Speaking the Language of Savings

TomorrowNow saves customers up to 50 percent in maintenance costs by putting its client support fees into its services, not software development. Filix enjoys these significant cost savings, which it puts toward revenue, but the company sees its greatest savings in time, Vigneron explains. "Our team is not fluent enough in English for technical matters. It's important for us to get maintenance quickly when needed, so TomorrowNow's ability to support us in French is vital. Previously, only two of us could report problems with the vendor in English, which took a lot of valuable time. With TomorrowNow I can delegate that type of work to the team and focus on more appropriate responsibilities."

Unmatched Response Time

As part of its 30-minute response policy, TomorrowNow's infrastructure ensures that a backup analyst will be automatically reached if a client's Primary Support Engineer can't take the call within seven minutes. If the backup analyst is also busy, the system will automatically contact the next person available. "We require this level of responsiveness," said Vigneron. "It's a mandatory safety net, in case of a serious problem or an urgent request."

"In no other area have we ever experienced this standard of support," Vigneron continued. "When we started in 2000, our vendor's service was deplorable and we did not have the time to wait for their fixes. When we needed fixes urgently, we developed our own. Today, with the trust we have in TomorrowNow we are confident that when we call we'll be helped. We've never been confronted with a problem TomorrowNow couldn't solve."

"We're directly in touch with an expert who quickly and completely gets to the root of the problem, which saves us a lot of time."

— HERVE VIGNERON, IT MANAGER



The ability to respond quickly was a crucial factor during a recent Filix cost accounting implementation. A program was failing and the situation was critical. Filix called TomorrowNow and an analyst immediately looked into the application code and identified the problem—a missing value in a field somewhere in the setup. “The analyst was fantastic, very fast and efficient,” recalled Vigneron. “This single analyst had the required application and technical skills to solve this issue the same day we reported it.”

A Trusted Partnership

With its unique inverted pyramid infrastructure, TomorrowNow's industry-leading support model provides every customer a dedicated Primary Support Engineer. Calls go directly to this highly trained expert, avoiding the escalation process that often stems from less experienced vendor call center employees. “We're directly in touch with an expert who quickly and completely gets to the root of the problem, which saves us a lot of time,” said Vigneron. “Our analyst doesn't do things half-way and then enter a fix request and close the case, leaving us to wait for the next release, as was often the case with our previous vendor.”

TomorrowNow's communication effectiveness and attention to detail was evident when Filix had an issue with its financial integrity reports. “When we called our previous vendor about an integrity report that wasn't working properly, they told us we had to apply a fix which wasn't available until the next release,” Vigneron said. “On the contrary, TomorrowNow does a thorough analysis of the issue and works directly with our database to fix the reports—a crucial advantage and huge benefit we didn't have before. I particularly appreciate that they follow things through and clearly communicate exactly what they're doing. With the integrity reports, they gave us all the detail of what they did, so we have a thorough record. This type of service wins our trust.”

The heightened level of customer service has created a solid partnership between Filix and TomorrowNow. “The communication process works very well for me,” said Vigneron. “I am copied on all the emails, which enables me to know what's going on between TomorrowNow and my team. The

personalized service is far better than what we experienced with our last vendor. It's a true partnership; much more than the simple telephone support service provided by our last vendor. TomorrowNow's proactiveness saves us the time of doing things ourselves, which helps us focus on other projects and derive value from our ERP investment.

New Project Possibilities

With TomorrowNow taking ownership of fixes and issues, Filix can concentrate on the implementation of new applications. “It took us several years to stabilize our J.D. Edwards product after implementation,” Vigneron explained. “The extended TomorrowNow support policy is a guarantee for the longevity of this mature system. With them managing our maintenance, we can turn our attention to the peripheral tools and focus on other areas, as we recently did with a fixed assets project, and as we're doing now with manufacturing cost accounting, business intelligence software—including dashboard reporting and data warehousing, and scheduling and planning.”

The Future is TomorrowNow

By offering only critical support—not building software or providing consulting services—TomorrowNow can provide focused services that are unmatched in the industry. “TomorrowNow support has been excellent; it had an immediate positive impact on us,” said Vigneron. “Every time we've requested their assistance the resolution has been prompt and successful. The support is significantly superior to what we had before, and TomorrowNow takes much greater responsibility for issues than our vendor did.”

Vigneron compares the impact of TomorrowNow's support model on the industry to franchised car dealers. “They used to offer very expensive and low quality maintenance,” he explained, “Which led people to resort to small mechanics for their car maintenance. Likewise, I think important software vendors will have to reconsider their position and recognize they are not the undisputed masters. If they're smart enough, they will review the services they provide and match the quality and prices of TomorrowNow. Any organization looking for an alternative to their vendor support has no reason to look elsewhere.”

TOMORROW NOW

About TomorrowNow As the pioneering leader in third-party support and a wholly owned subsidiary of SAP, TomorrowNow enables Siebel, J.D. Edwards, PeopleSoft, and Baan customers to extend the value of their enterprise applications. TomorrowNow ranks in the top 10 percent of the global IT industry for customer satisfaction and loyalty by Taylor Nelson Sofres (TNS). The company delivers superior support quality due to the deep product knowledge and experience of its support engineers, its leading support technology, and its passion for customer service. Over 300 mid-market and Fortune 500 organizations in a wide range of industries rely on TomorrowNow for guaranteed 30-minute response times, 365x24x7 product support, quality tax and regulatory updates, and up to 10-year support periods with new fixes. TomorrowNow was founded in 1998 and is headquartered in Bryan, Texas with offices throughout the Americas, Europe, and Asia. For more information, visit www.tomorrownow.com.

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