Master Lock Finds the Perfect Combination with Support Services

ITConvergence®
EXPERIENCE the power of results

IT Convergence helps Master Lock save valuable resources through Hosting.

A LOOK AT MASTER LOCK:

Founded in 1921, Master Lock is the largest global manufacturer and marketer of padlocks and operates under the Fortune Brands Home & Security business. The company has now expanded lines of security products, security consulting and recently entered the automotive, computer and private label security.

MASTER LOCK NEEDED TO:

> **Consolidate an Oracle warehouse and system from separate hosting vendors**
>
> **Analyze Oracle ERP hosting/cloud providers and choose a go-forward partner**

Master Lock uses Oracle EBS in several locations in the US and abroad and needed a hosting partner that could effectively host their environment while offering the educational support that they needed. Their main objective was to balance the added value with the cost of the service while culturally fitting in with other Fortune Brands companies that follow Oracle's EBS footprint.

Upon conducting a detailed analysis of hosting/cloud providers, Master Lock chose a go-forward partner that met criteria including the ability to flow with changing business practices. Rapid responses to service requests needed to facilitate acquisitions, organic and international growth and problem resolution were key to their partnership choice. By wanting a balance between a customer service focused partner that included life cycle management organization and a one-stop provider for Oracle knowledge,

Master Lock wanted to cover all the bases with its Hosting partner. Master Lock chose ITC's Oracle Cloud services as the best organization that would act as a value-added integrated partner to their business. ITC has delivered on the promise of a more customer-focused support model based on service quality. As a result, ITC provided Master Lock with a cost-effective solution for hosting their Oracle environment, while allowing them to focus on their core business solutions.

BY WORKING WITH IT CONVERGENCE MASTER LOCK BENEFITED FROM:

> **Deep Oracle skills and global support operations**
>
> **A one stop provider for Oracle ERP training, Consulting and Development**

IT Convergence and Master Lock are continuing to grow a service delivery model that optimizes both organizations' operations.

CONTACT US TODAY TO FIND OUT HOW IT CONVERGENCE SUPPORT SERVICES CAN HELP YOU REDUCE THE COST AND COMPLEXITY OF IT.

THE ITC ADVANTAGE

☑ **Senior Oracle Expertise**

☑ **Comprehensive Support**

☑ **Extensive mentoring and on-the-job training**

"I was surprised at how smoothly the transition from Oracle Cloud Services went. There is a risk of a bad migration from one hosting partner to another which can complicate required daily business activities. I was surprised to find ITC's migration process quite seamless."

Tom Pavlic, Business Systems Manager at Master Lock

Global reach, local expertise
360° Customer Care