



OVERVIEW

PROFILE

Industry: Manufacturing

Locations: Arizona, California, Colorado, Minnesota, New Jersey and New York

Revenue: \$402.5 million (2007); Nasdaq: VECO

Employees: 1,216

Web Site: www.veeco.com

Solution: Application Support and Remote Administration

Veeco Instruments Inc. manufactures Process Equipment and Metrology and Instrumentation solutions for the data storage, HB-LED, solar, wireless, semiconductor and scientific research markets. Veeco has manufacturing and engineering facilities across the U.S. Global sales and service offices are located throughout the U.S., Europe, Japan and APAC.

itelligence Support Advantage – Solutions for the Midmarket

itelligence Support Advantage provides a full complement of SAP support and hosting services for Veeco. In this role, itelligence's Support Advantage experts provide the following services:

- Application Support
- Application Enhancement
- Remote Administration

By entrusting these responsibilities to itelligence, Veeco can focus on their core business, while itelligence concentrates on all SAP-related aspects.

In recent years, company growth simultaneously led Veeco Instruments Inc. to expand its global capabilities while restricting the flow of organizational information. As acquisitions continued, Veeco found itself operating with an array of disparate ERP systems, which hindered universal access to data, and thus limited global operational access to information.

New challenges arose when Veeco decided to implement SAP across all its holdings. Each new implementation site required SAP support services to maintain operations and optimize performance while Veeco continued to roll out its new ERP solution across the entire enterprise. This conundrum threatened to strain resources and detract from overall efficiency. To solve its dilemma, Veeco called on Support Advantage services from itelligence, Inc.

Insider Knowledge

"The mere fact that we were implementing and supporting concurrently meant that we needed a wide variety of SAP support expertise," said Linda Chan, Veeco's Senior IT Director. "We used core ERP and had an array of modules to deal with, so we needed help in many different areas."

When it came time to choose a partner, Veeco did not have to look far. "itelligence just made sense," Chan said. "We were already using their consultants for our implementation. Many of the implementation consultants rolled back into Support Advantage, which gave us a big edge. We suddenly had application support from people who intimately knew our blueprint from first-hand experience."

Immediate Results

"Using itelligence I continue to recommend Support Advantage partially because it allows you to call in resources when and where you need help," Chan explained. "It's difficult to afford internal consultants, especially when you consider the number of different modules incorporated into our ERP solution. Support Advantage gives us stand-by experts for tactical issues, without having to expend time and energy involved in recruiting and hiring. You get exactly what you need, when and where you need it. Without Support Advantage, there's no way we could effectively maintain all of our modules."



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- Linda Chan, Senior IT Director, Veeco

» "Our Support Advantage consultants have a deep understanding of Veeco's core business practices. This allows us to offer a widening array of services to Veeco and help them plan for future growth." «

- Anthony Morgan, Director of Customer Support Services, itelligence

Application Support and More

Veeco relies on Support Advantage to solve their SAP support needs and make sure that each challenge receives expert attention. This system has not only allowed Veeco to receive expert help in a timely fashion, but having application support has actually improved the company's internal knowledge base. "Over time, Support Advantage has not only solved a lot of problems for us, but they've also made our internal staff much more informed," Chan said. "After we rolled out our ERP solution, we met with the functional consultant once a week. As we continued to work with our support partner, our meetings with the consultants became bi-weekly, then monthly, then quarterly. So, the knowledge transfer definitely worked."

Support Advantage continues to deepen its contributions to Veeco. In addition to application support services, itelligence's remote administration professionals perform strategic road-mapping for Chan and her associates. As Chan explains, "I actually have someone on the tech side who makes sure I'm on the right release, that I shouldn't be installing any more support packs, and monitor my overall progress."

This hands-on approach has also guided Support Advantage's contributions to Veeco's increasingly popular boot-camp training seminars. Over the course of three to four days, Veeco co-workers meet to go through simulations of scenarios, selected by Veeco workers. Calling on a strong history of Support Advantage assistance and demonstration, Veeco personnel now fully contribute and benefit from the boot-camp sessions. "The feedback is always very positive," Chan said. "This is the type of thing we never could have done without itelligence."



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