Targus
Worldwide offices and multiple systems go global

The Company

Targus is the leading global supplier of mobile computing cases and accessories. The company is universally recognized as the world's best-selling notebook carrying-case brand and the leading provider of accessory products for the mobile lifestyle.

A truly global enterprise, Targus has 45 offices worldwide and direct distribution in more than 145 countries. Targus' distribution channels and customers include major retailers, corporations, government and educational institutions. In addition, they provide 90% of Fortune 1000 companies and are custom OEM for eight of the world's top ten notebook computer manufacturers.

"Targus had no organized IT infrastructure — even at the regional level. We were challenged with creating a scalable IT environment that could be centrally managed and supported in order to serve as the foundation for globalizing our communications, supply chain and financial systems. We wanted to do all of this without creating a significant in-house IT department. We reviewed all the big players and decided a middle-market specialist with deep ERP expertise and global experience would be the best fit for us. We chose OneNeck, and we're very glad we did."

Mark See
CIO, Targus Group International

The Challenge

Several years ago, Targus was making critical decisions about the future of their business. Company executives needed to eliminate their paper and manual processing systems, tighten visibility to and management of their supply chain, create a communications environment that extended beyond employees' personal email accounts and centralize three separate applications to truly globalize their systems. The company also wanted to shorten the time to close their monthly financials. Targus had no IT department. Plus, regionalized deployment and management of the company's IT environment created inefficiencies that were costing the company precious time and critical human and financial resources.

Targus knew they could not fully realize their growth initiatives and strategic plan to become a true global player with decentralized technology infrastructure, systems and support. Targus decided they needed to select and implement an ERP solution as a means of fixing the identified problems. The company also wanted to centralize their IT environment without creating a traditional IT department. This goal was critical since the company could not realize their globalization strategy without core systems and centralized management and support of their IT environment. Targus needed a technology partner that not only understood ERP software and implementation, but had significant business process experience. In addition, Targus' partner had to be skilled at effectively bringing disparate technology and systems together. The company considered many providers, and selected OneNeck® IT Solutions because of its mid-market focus and ERP implementation and application management experience.

The OneNeck IT Solutions Answer

To better understand their business, OneNeck specialists traveled the globe with Targus executives. They visited each site to assess the existing technology infrastructure, user requirements and business objectives specific to those regions. Once the OneNeck team completed its assessment, they quickly went to work establishing Targus' global technical environment. OneNeck developed and deployed a centralized technical environment including a global network as a backbone for Targus' corporate-wide email system. The new environment facilitated improved communications among Targus employees, partners and associates.

Several months later, OneNeck configured and implemented Baan Finance at Targus' headquarters. Shortly thereafter, the Baan distribution/logistics were brought online. An important component of this was OneNecks' integration of two significant add-ons to the Baan implementation. The first focused on streamlining Targus' supply chain management. At the time, Targus' trading partners were using a manual-entry EDI system. Roughly 10 percent of sales volume was entered this way. OneNeck implemented a Baan-integrated EDI translator to reduce human error via the manual EDI input system and to increase efficiency.

Targus Summary

Organization	Targus Group International
Industry	Durable Goods / Consumer Products
Business Challenges	Select and Implement ERP System
	Globalize IT Environment
	Centralize IT Management and Support
User Environment	450 Users
	45 Locations
Application	ERP Solution: Baan IVc
	EDI Solution: TLE 6.x
	Logistics Solution: Clippership
	Advanced Materials Planning Solution
	Microsoft Exchange Corporate Intranet Extranet
Technical Environment	WAN/LAN, Web Services
	UNIX, Oracle & SQL Server Database
	VPN/Dialup/Fiberlink
	Windows Servers

For the next add-on, OneNeck tackled the automation of Targus' package rating and shipping process. OneNeck implemented a freight management solution, integrated it with Baan and developed, then implemented a new Baan module to manage the process. These systems were first launched at Targus' locations in the U.S., then Canada and the rest of the world.

The Benefits

Within 20 months of contract commencement, OneNeck successfully centralized and globalized Targus' entire IT environment. As a result of the implementation of Baan and business process expertise, Targus' EDI systems now effectively manage 50 trading partners and require no manual intervention.

Thanks to OneNecks' early focus on Baan Finance, Targus closes each month in a more timely fashion and with significantly more accurate financials. Today, Targus also enjoys visibility into their inventory and master production scheduling worldwide. Due to the automation and optimization of their logistics systems, Targus has been able to scale its business without a commensurate increase in logistics headcount. More than a decade later, OneNeck remains Targus' IT partner and continues to manage the company's IT environment in support of Targus' growth and expansion efforts.

About OneNeck IT Solutions

OneNeck IT Solutions LLC offers hybrid IT solutions including cloud and hosting solutions, managed services, enterprise application management, advanced IT services, IT hardware and top-tier data centers in Arizona, Colorado, Iowa, Minnesota, New Jersey, Oregon and Wisconsin. OneNeck's team of technology professionals manage secure, world-class, hybrid IT infrastructures and applications for businesses around the country.

OneNeck is a subsidiary of Telephone and Data Systems, Inc. [NYSE: TDS]. TDS provides wireless; cable and wireline broadband, TV and voice; and hosted and managed services to approximately six million customers nationwide through its businesses U.S. Cellular, TDS Telecom, OneNeck IT Solutions LLC, and TDS Broadband

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