



A-dec

Building trust one service at a time

The Company

Founded in 1964, A-dec has become one of the largest dental equipment manufacturers in the world. A-dec designs, builds and markets dental chairs, stools, delivery systems, lights, cabinetry, hand pieces and a full line of accessories. The company distributes its dental products through an extensive global network of authorized dealers and customers in more than 100 countries. A-dec's primary focus is to create equipment innovations that help doctors perform healthier, more efficient dentistry — the company's mission for over 40 years.

Headquartered in Newberg, Oregon, A-dec employs more than 900 employees at its 50-acre campus. A-dec is the largest, privately-held dental equipment manufacturer in North America. The company also consistently earns respect and recognition from its community. The company was named one of Oregon's "Most Admired Companies," ranking ninth among all industries and fourth for traditional manufacturers.



The Challenge

Known in the dental industry as a leader in producing high quality, innovative equipment, A-dec needed to keep pace with growth strategies while preserving its hard-earned reputation. The company deployed an ERP application to streamline operations and help achieve business objectives.

However, the increased complexity of the IT environment posed some unexpected support challenges. A-dec's internal resources were quickly consumed with keeping the ERP environment running smoothly. The day-to-day maintenance, troubleshooting and managing of the system taxed internal resources to the point of halting strategic projects. Furthermore, A-dec's IT staff did not have the specific application expertise to efficiently manage operational issues or tailor the solution to the company's specific environment.

Partnering with an independent ERP specialist was an option, but A-dec's management team had concerns with bringing a third-party company into its fold. As a tightly knit, family-run organization, A-dec wanted a culturally synergistic relationship. A-dec executives knew it would be difficult to find an ERP provider that would be a good organizational fit and meet all the crucial selection criteria. For A-dec to pursue an IT partnership, the provider had to have high-level ERP expertise, sufficient in-house technical resources, a high-touch service environment and be able to deliver all required services under one roof. "This is a people company," says Joan Austin, A-dec founder. "We focus on the long-term and build relationships based on trust from our community, employees, dealers and suppliers to our final customers." Despite the associated challenges with using an independent ERP provider, A-dec began its partner search as leaders of the company realized they had to free in-house IT personnel from daily ERP support operations to work on strategic projects.

The OneNeck® IT Solutions Answer

A-dec's search included a wide variety of potential partners— from large, Fortune 100 providers to smaller, niche companies. After a comprehensive RFP and interview process, A-dec selected OneNeck as its partner. A-dec knew they had found the best partner because OneNeck demonstrated they had the required expertise, technical resources, flexible solutions, customer focus and proven track record.

Still concerned with achieving the desired relationship dynamics, A-dec took an incremental approach to the partnership. As the relationship evolved, new services and projects were added. This decision limited associated risks, provided a solid foundation on which OneNeck could grow and learn with the company and ensured the best framework for business success.

OneNeck's original agreement included a 24/7 support center, data center management, ERP application administration, database administration and application functional support services. After just one year, the contract was expanded to include EDI administration and some application development. As OneNeck continued to earn A-dec's trust, contracts were regularly modified to add more and more services. In addition to the initial services, OneNeck now provides more complex and remote services, including application development, application integration, operating system administration, WAN/LAN management, infrastructure management and consulting services.



A-dec Summary

Organization	A-dec, Inc.
Industry	Manufacturing
Business Challenges	Support daily ERP system operation Provide application expertise Free-up in-house IT staff for strategic projects
Application	Infor Baan 4c4 / Oracle DB Infor Baan E-Sales / E-Config (OrderNet) Directory Smart Portal Infor BridgeLogix Barcoding QAD/Precision/Trax Shipping Hyperion/Essbase Gentran EDI Carousel Warehouse Mgmt
Technical Environment	IBM AIX Unix / HP EVA Disk Over 200 Windows Servers Over 120 LAN/WAN Devices Microsoft Windows Hyper-V VMware Microsoft Data Protection Manager (DPM) Symantec Netbackup

"I consider the collaborative nature of the relationship between A-dec and OneNeck to be an excellent model for the type of partnership needed with key providers. Together we are able to proactively identify opportunities as well as respond quickly and constructively to issues that may arise, providing industry-leading service levels to our end users."

Yolanda Green
Information Services Manager
A-dec

With OneNeck on-board, A-dec's IT personnel were able to assume more effective roles. In-house technical resources transitioned away from day-to-day application support and toward strategic projects. They became business analysts who worked on longer-term objectives such as increasing overall organizational efficiency, developing new processes and enlisting user input for better operations. This new role helped keep A-dec on track to accomplish its corporate goals and improved employee satisfaction.

With its unmatched ERP expertise, OneNeck has optimized A-dec's application environment and provides all the required daily support. OneNeck has become a valuable business partner leveraging A-dec's IT infrastructure to help improve their operations.

The Benefits

A-dec's IT environment is now running smoothly with OneNeck support systems in place. A-dec's in-house team continues to make inroads with strategic projects that significantly impact the organization. OneNeck provides a full complement of IT services to help A-dec remain the market leader in dental equipment manufacturing.

"OneNeck added the crucial components to our IT environment. They provided the much-needed application expertise and support to our organization so our in-house team could implement strategic projects," said Yolanda Green, Information Services Manager. "Plus, their customer-intimate and single-point-of-accountability approach has earned them our full trust. We continue to work closely with them on mission-critical initiatives."

By taking an incremental approach to the partnership, A-dec took the time to become comfortable with the strategy and build a relationship that has been growing stronger every day for over a decade. Additionally, OneNeck was able to learn A-dec's business from the ground-up to provide the best tailored and flexible solutions. OneNeck complemented the existing IT group rather than replaced it. The result was a cost-effective solution that gave A-dec the best of both worlds: daily support, readily available world-class technical resources and expertise, and in-house IT personnel available to tackle crucial strategic projects that would add real business value.

About OneNeck IT Solutions

OneNeck IT Solutions provides world-class, hybrid IT solutions for thousands of businesses around the globe. From cloud and hosting solutions to managed services, ERP application management, professional services, IT hardware and top-tier data centers in Arizona, Colorado, Iowa, Minnesota, Oregon and Wisconsin, OneNeck has the expertise to help customers navigate the cloud to get the right application on the right cloud at the right time.

OneNeck is a subsidiary of Telephone and Data Systems, Inc. [NYSE: TDS]. A Fortune 500® company, TDS provides wireless; wireline and cable broadband, TV and voice; and hosted and managed services to approximately six million customers nationwide.



OneNeck.com
855.ONENECK