



Graniterock

“Graniterock is in the business of mining and construction, not IT management. World Technology Services’ Citrix-enabled hosting solution provides our company with reliable, remote access to our core business applications without dealing with costly IT maintenance.”

—Steve Snodgrass, controller, Graniterock

ASP Solution Detail

Industry

- Mining and Heavy Construction

Applications Hosted

- J.D. Edwards OneWorld and WorldSoftware
- Crystal Decisions
- FRx Financial Reporting

Business Challenge

- Primary IT support analyst for J.D. Edwards applications left company
- Tight job market
- Costly to maintain in-house solution

Business Results

- Reduced annual IT costs by 20%
- Improved data security and disaster recovery
- Increased employee productivity

Service Provider

World Technology Services
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Suite 502
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www.wtservices.com

About Citrix® MetaFrame®

Citrix® MetaFrame® application server software is enabling organizations to extend the “virtual workplace” everywhere by providing secure, reliable access to applications and information on any device or network connection from any location. Citrix MetaFrame extends the functionality of Microsoft® Windows® 2000 Servers and Windows NT® Server 4.0, Terminal Server Edition, as well as UNIX® Operating Systems. It provides enterprise management and Web-enablement of applications via Citrix NFuse™ portal application server software, and flexible access to applications via the full Net — LANs, WANs, Internet, intranets and extranets.

Company

Established in 1900, Graniterock is a northern California engineering contractor. The company also supplies contractors with construction and landscaping materials such as concrete, asphalt, sand and gravel.

Challenge

In 1999, Graniterock lost its lead IT analyst in charge of maintaining the company’s J.D. Edwards enterprise resource planning (ERP) applications. “Our IT staff was already three employees short when our J.D. Edwards expert left the company,” said Steve Snodgrass, controller at Graniterock. “Like many other companies, we hired an outside consultant as an interim solution.”

Graniterock spent months searching for a qualified replacement but could not find the right candidate. Meanwhile, the company continued to contract expensive on-site consultants. “It was difficult to find top-rate software analysts at the height of the technology boom,” said Snodgrass. “Yet, we could not justify paying our consultants’ high hourly rates.”

As an alternative, Graniterock began looking for an application service provider (ASP) to host the company’s J.D. Edwards solution. With mission-critical financial and operational data housed in its applications, Graniterock sought a provider offering excellent customer service as well as superior system reliability and security.

Solution

After receiving a recommendation from its J.D. Edwards account representative, Graniterock selected World Technology Services (WTS), a Citrix iBusiness Service Provider, to host its J.D. Edwards enterprise solution. A long-standing partnership with J.D. Edwards, experience in the construction industry, and redundant security measures all led Graniterock to a WTS decision.

“We’ve received a higher degree of professionalism and security in IT management with WTS than we experienced with our in-house solution. It gives me peace of mind to know that our enterprise applications are supported by Citrix’s proven MetaFrame platform.”

—Steve Snodgrass, controller, Graniterock

WTS hosts Graniterock’s entire J.D. Edwards enterprise package, as well as Crystal Decisions and FRx Financial Reporting. Citrix® MetaFrame® application server software ensures reliable system uptime and runs the applications from WTS’s secure data center, while Citrix NFuse™ portal software enables anytime, anywhere access to users via any standard Web browser. As many as 100 of Graniterock’s 700 employees access the system at any given time.

Benefits

Using WTS’s application hosting service for over one year, Graniterock realized a significant decrease in annual IT costs. “WTS provides access to experts in every component of our IT infrastructure. We no longer need to staff an IT department to support various applications, and because the system is so reliable, we avoid paying for ad hoc technical assistance when a problem arises,” said Snodgrass. “Cumulatively, we’ve reduced our annual IT costs by 20 percent.”

Citrix technology enables Graniterock employees to access the J.D. Edwards application from any location. “Universal access provides our employees with the flexibility to work remotely and has resulted in significant increases in productivity,” explained Snodgrass. “Our streamlined operations enable us to focus on our core business, and ultimately deliver higher quality customer service.”

Graniterock is also enjoying the comfort of having secure data and cutting-edge technology. “The security measures in place at WTS’s data facility include regular data back-ups and disaster recovery processes, reassuring us that our business information is always secure,” explained Snodgrass. “Citrix MetaFrame technology enables employees to instantly access application upgrades, ensuring we’re always using the latest software.”