



Granite Rock Company
*solves IT staffing shortage
 by outsourcing JD Edwards
 enterprise applications*

SOLUTION OVERVIEW

The Challenge: Outsource a customized in-house JD Edwards system

It's never easy to lose well-trained software experts—and that's especially true in today's shrinking pool of top-notch IT employee candidates. Graniterock was already stretching its internal IT staffing resources, so when the company's key JD Edwards-experienced analyst left in 1999, the company decided it was time to rethink its IT strategy.

"We were always a bit light on our JD Edwards support and overall experience in their applications—we probably could have used two to three people to support our EnterpriseOne and World software applications, but we were doing it with only one," says Steve Snodgrass, Chief Information Officer for Graniterock. "When we lost our key JD Edwards-experienced analyst, our first tactic was to augment our staff with a consultant."

Graniterock knew that hiring a consultant was only a temporary solution, and an expensive one. The company spent months looking for, and not finding, qualified IT personnel. "It's a seller's market for top-rate software analysts, and it just wasn't cost effective to have that help in-house," says Snodgrass. "Yet, we could not keep paying the consultant's hourly rate either."

Industry

Mining and Heavy Construction

Company Profile

Established in 1900, Graniterock is a significant northern California general engineering contractor. They also supply construction materials including ready mix concrete, hot mix asphalt, building materials, landscaping supplies, rock, sand, and gravel.

Situation

In 1999, Graniterock lost its primary IT support analyst for their JD Edwards applications. Finding IT resources scarce, they began looking for an application service provider that would take responsibility for all their JD Edwards solutions.

Solution

WTS hosts JD Edwards' software solutions and complementary products for Graniterock. Benefits include a 20 percent reduction in Graniterock's annual IT costs, increased security and disaster recovery, and greater opportunity to migrate to other JD Edwards products.



Graniterock turned to its JD Edwards software account representative for help. She suggested that they consider outsourcing with WTS, the first JD Edwards software Hosting Partner.

"Initially, I was concerned about security, since someone else would be managing our data," says Snodgrass. "After touring WTS' facility and meeting their people, I realized it just wasn't an issue. The security offered by WTS is stronger than what we could offer ourselves."

Graniterock follows a philosophy of customer service excellence, anticipating and exceeding their customers' needs and expectations. They also follow this philosophy with suppliers and work hard to build long-term valuable business partnerships. "We know that WTS shares our core values, and that really made it easier to trust them with running key enterprise applications," says Snodgrass.

When it comes to considering outsourcing, Snodgrass advises, "we are not in business to run JD Edwards software; the applications are there to support our business. If research shows that you can do it better, faster, and cheaper with an Hosting Partner, you should really consider using the Hosting Partner."



WHY WTS?

Graniterock chose to outsource with WTS for a number of reasons. The two most prominent considerations focus on WTS' long-standing partnership with JD Edwards (now Oracle USA, Inc.) and their vast experience in the construction industry. Oracle holds an equity investment in the company, offering additional security and peace of mind to WTS customers. Additionally, WTS has an impressive background in construction that led Graniterock to believe they would be just the right choice.

"It was clear to me that we were going to get a much greater degree of professionalism and security in IT management with WTS than what we would get on our own," said Snodgrass. "We're very pleased with our decision to partner with WTS."



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