SYNTAX

ORACLE | Partner

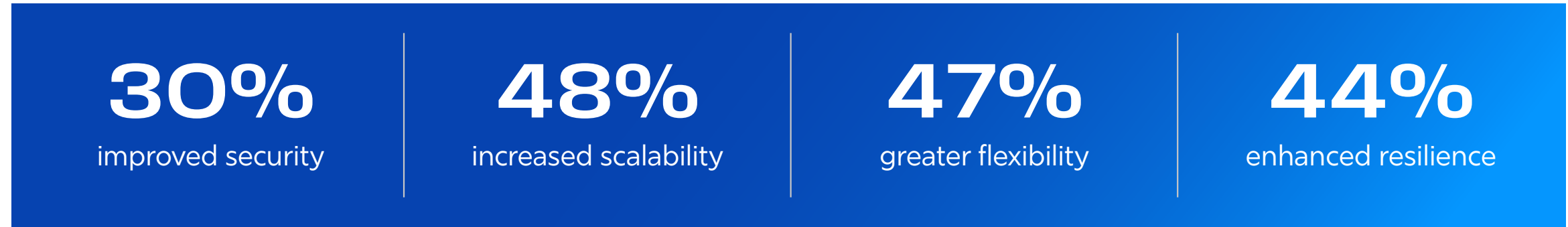aws PARTNER Premier Tier Services

Mueller Water Products:

Achieving 48% Increased Scalability with Syntax's Cloud Solutions

Overview

Mueller Water Products, a 165-year-old manufacturing giant in the water products industry, is renowned for its innovative solutions in the transmission, distribution, and measurement of water. Despite its long history, Mueller Water Products recognized the need to modernize its infrastructure to keep pace with the rapidly evolving digital landscape. This led to a digital transformation initiative aimed at upgrading its aging solutions and infrastructure, streamlining operations, and enhancing overall efficiency.

30% improved security	**48%** increased scalability	**47%** greater flexibility	**44%** enhanced resilience

Challenge

Mueller faced several significant challenges that necessitated this transformation:

- **Outdated Infrastructure:** The existing infrastructure was aging, lacking modern capabilities and putting a strain on IT resources.

- **On-Premises Limitations:** The decision to remain on-premises was challenged by the need for modernization and the complexities of moving to the cloud.

- **Multiple Tools and Applications:** A complex ecosystem of numerous solutions, including Salesforce and other high-cost applications, contributed to inefficiencies and high operational costs.

- **Security and Disaster Recovery:** The company had a small security team and lacked a robust disaster recovery plan, crucial for their operations involving hot metal foundry management.

- **Technical Debt and Resource Constraints:** Increasing IT complexity and significant technical debt, coupled with a number of key staff members nearing retirement, highlighted the need for a comprehensive solution.

Customer Profile

MUELLER Mueller Water Products

Name: **Mueller Water Products**

Location: **USA**

Industry: **Water Products Manufacturing**

"*A few months post-go live, we hit all our goals with minimal speedbumps. Our partnership with Syntax has been crucial in stabilizing our costs and reducing technical debt. The move to the cloud has provided us with the scalability and security we needed to focus on our core competencies and drive future growth.*"

Andy Davies
Senior Vice President of Information Technology, Mueller Water Products

Approach + Solution

Mueller chose Syntax to lead this critical transformation for several reasons:

- **Security-First Strategy:** Mueller's criteria for selecting a partner included a strong emphasis on security, high availability, disaster recovery, and scalability.
- **Managed Services:** Syntax's comprehensive managed services allowed Mueller to focus on core operations without worrying about infrastructure management. This included controlling SG&A, resource management, and ensuring operational agility.
- **Expertise and Experience:** Syntax's extensive experience with JDE Enterprise 1 and Oracle solutions, coupled with their mission-critical application advisory, management, and security services, made them an ideal partner. Their Intelligent Autonomous Platform and analytics capabilities were additional decisive factors.
- **Evaluation Process:** Mueller had engaged with Syntax on earlier projects and, after a thorough evaluation, chose to leverage Syntax's expertise in combination with AWS services and JDE solutions. This partnership was crucial to their transformation success.
- **Global Delivery Model:** With 24/7/365 support and a global delivery model, Syntax provided the necessary operational excellence at scale.

The project involved transitioning to a cloud-based ERP, addressing deep-seated infrastructural issues, and ensuring high-cost solutions were streamlined. Syntax's well-rounded services, including analytics and security offerings, played a pivotal role in Mueller's journey.

Results

The migration to AWS, facilitated by Syntax, delivered tangible benefits. It provided the scalability needed to handle growing demands, improved security posture through advanced cloud features, and enabled a more responsive disaster recovery process—all of which were critical to their operational continuity and future growth.

Mueller Water Products achieved significant milestones post-transformation:

- **Cost Control and Reduction of Technical Debt:** The transformation stabilized costs while reducing technical debt, even amid budget constraints.
- **Enhanced Security and Disaster Recovery:** The company now boasts a complete, tested disaster recovery plan and additional layers of security.
- **Operational Efficiency:** The move to the cloud facilitated a seamless transition with minimal disruptions, allowing Mueller to free up resources for core competencies.
- **Improved ERP Performance:** The powerful digital environment enabled Mueller to realize the full potential of their ERP system, previously unattainable on-premises.

Incident Response and Resilience

A notable test of the new system's resilience occurred shortly after going live. On October 26, 2023, Mueller faced a cyber incident that required swift action. By isolating a substantial portion of users and removing network access, they could quickly assess and mitigate the impact. Syntax's "Zero Trust Environment" approach enabled Mueller to set up secure access for a skeleton crew, ensuring business operations resumed within 48-72 hours.

Conclusion

Mueller Water Products' partnership with Syntax significantly modernized their infrastructure, positioning them for continued success and innovation. The digital transformation initiative not only modernized their infrastructure but also positioned them for sustainable growth. With improved security, disaster recovery, and operational efficiency, Mueller is now well-equipped to navigate future challenges and continue its legacy of innovation in the water products industry.