

# NCH Corporation: Experts in Cleaning Up

*New Technology Architecture Positions Global Company for Growth*

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## Highlights

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**Customer:** NCH Corporation  
[www.nch.com](http://www.nch.com)

**Industry:** Chemical Manufacturing

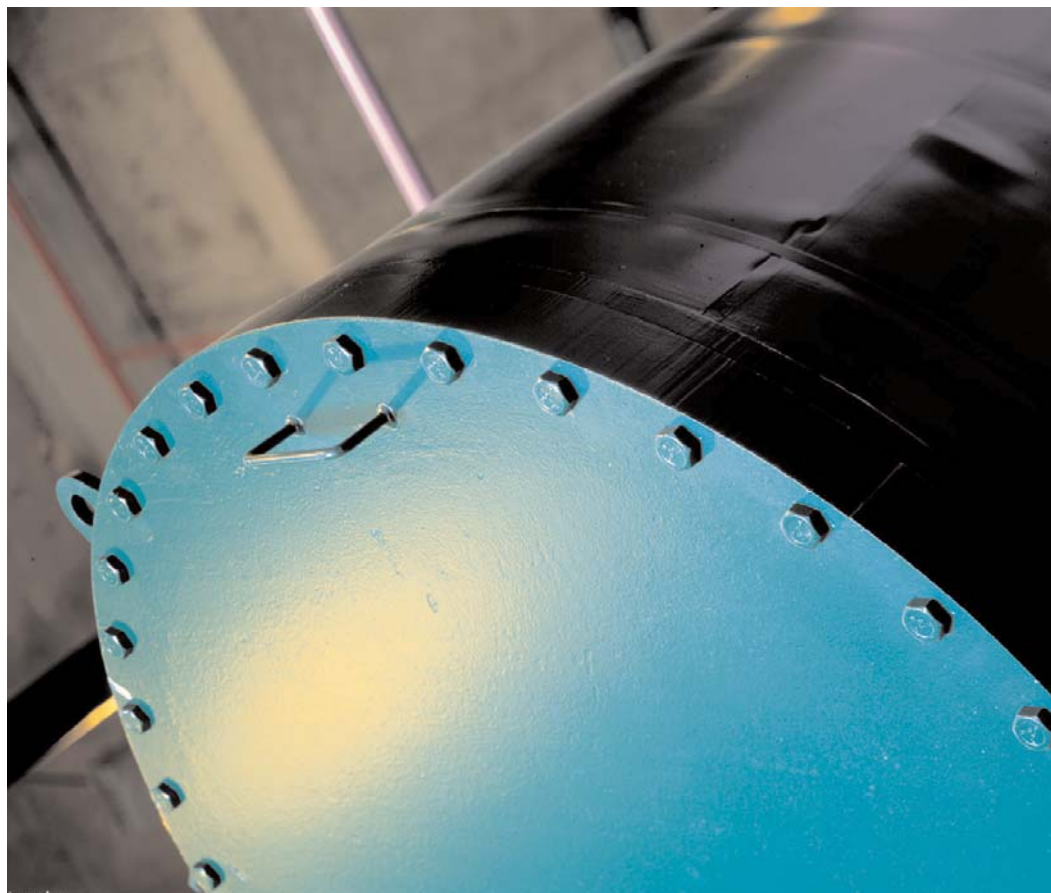
**Solution:** Global ERP Implementation

**Products:** Oracle®, IBM® eServer™ p5 systems, AIX®, HACMP™, TotalStorage® disk systems, McDATA® switches, IBM Education, IBM Global Financing, Sirius Technical Services

Companies that experience steady growth over decades are increasingly aware of how IT infrastructure impacts the bottom line. Many have discovered that solutions that worked in the past don't provide the necessary flexibility, scalability and availability that today's marketplace requires. Holding on to outdated IT solutions can be cost prohibitive and even counterproductive to continuing growth. That is precisely the position NCH Corporation found itself in 2004.

NCH Corporation, based in Dallas, Texas, is a world leader in the manufacturing and marketing of maintenance, repair, and supply products. With customers in more than fifty countries and wholly owned subsidiaries in more than sixty, NCH has grown since its founding in 1919, to more than 6,500 employees and more than 450 products.

NCH makes and sells chemical, maintenance, repair, and supply products for customers in the agricultural, home-improvement, industrial, recreational, and utility



industries. NCH products include cleaning products (hand cleaners, industrial cleaners, and housekeeping supplies) specialty chemical products (cleaning and water treatment chemicals, deodorizers, lubricants, paints and paint strippers, patching compounds, and flooring and carpet treatments), fasteners, welding supplies, plumbing parts, lubricants, and metal working fluids.

### Cleaning Up

In 2004, NCH CIO Bruce Weinberg was faced with some clean-up projects of his own. NCH had an IT environment that was a result of

custom-developed mainframe code running primarily on a Microsoft® network of Intel®-based servers. Standards did not exist in NCH for servers, PCs, or laptops. As the company grew globally, so did the requirement for an IT infrastructure that would address the global market and allow NCH to be more flexible. The labor-intensive process of maintaining legacy code, in addition to the management of a heterogeneous server and storage environment, led NCH to seek a new ERP software platform and a robust IT infrastructure to support that platform.

Under pressure to continuously do more with less and stay competitive, Weinberg led a team in an exhaustive search for the best ERP solution running on an infrastructure that was scalable, manageable, reliable, and supportable. He set three clear objectives:

1. Drive additional revenue
2. Contain costs
3. Position NCH to be more competitive in the global market.

#### **Decision #1: ERP**

After looking at several leading ERP providers, NCH decided on Oracle applications running on the Oracle database.

#### **Decision #2: Infrastructure**

After contracts were signed with Oracle, NCH issued an RFP to major server and storage manufacturers to provide the Oracle infrastructure. The requirements in the RFP outlined the need for scalable, manageable, repeatable and supportable systems.

NCH considered a Windows® environment running on Intel-based servers, a UNIX® environment, and a Linux® environment, considering solutions from the leading technology providers including HP®, Dell®, Sun®, Unisys® and IBM.

Sirius responded to the RFP with the IBM solution. The solution was based on IBM eServer p5 servers, HACMP, and IBM's new TotalStorage DS product line for storage.

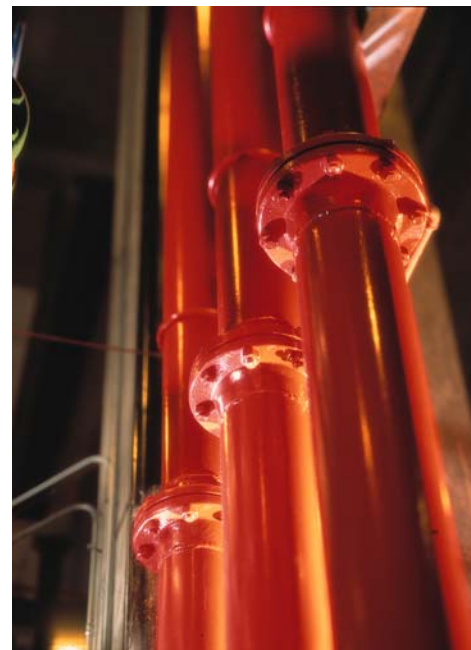
#### **Decision #3: Partners**

The combination of IBM technology with Sirius' commitment to partner with NCH in the design, planning, and implementation of the project provided the basis for the decision to go with IBM hardware and software to support the Oracle platform.

#### **Execution**

NCH strategically planned to consolidate 196 servers in 36 countries to a single global instance - one source of the financial truth - with a disaster recovery site. In order to accomplish this, Sirius worked with NCH to demonstrate the eServer pSeries strategic direction, including POWER5 roadmap, virtualization and LPAR capabilities, Capacity Upgrade on Demand offerings, and disaster/recovery and high availability options using HACMP and Oracle features. Sirius took NCH to the IBM Executive Briefing Center in Austin, Texas, conducted meetings, seminars, and custom AIX education sessions specifically for NCH. Sirius worked with the NCH team, the Oracle team, and IBM to orchestrate a complete solution proposal with enterprise class equipment, global support, capacity on demand, and project financing.

Sirius consultants worked with the NCH IT team to help with project implementation, which went as well as any one of this size that the NCH's CIO had witnessed. The implementation, customization and configuration of the Oracle environment on IBM pSeries have resulted in the robust IT infrastructure NCH was looking for.



*"During the process of choosing our technology infrastructure, configuring the systems, storage and software, getting the equipment onsite, and implementing and integrating the technology, Sirius worked with us very closely. They brought expert technical resources to us, conducted working sessions in Dallas, took us to Austin, and worked onsite during implementation.*

*- Bruce Weinberg  
CIO, NCH*



## The Benefits

- NCH now has 50 different countries using one GL, one global chart of accounts.
- It previously took months to close the books on its fiscal year; it now takes only weeks.
- The NCH IT environment is now much more stable and reliable.
- Now users leverage the new tools and are becoming business process change agents. They are seeing real benefits from one global instance and one financial truth - the Oracle environment has been embraced and the business leaders are creating more demand.
- NCH is in a much better position to handle acquisitions with a common ERP.
- The project was completed in incremental steps, each one successful and building on the last.

- The pSeries environment had a measured price/performance for Oracle database and application costs.
- Capacity on demand has lowered the risk substantially - the resources (CPU and memory) are available as needed
- The server consolidation is just starting to pay off, but will result in considerable cost savings and improved management.

## In Summary

The ERP Global Solution for NCH Corporation is an integrated solution of several IBM products that provides the infrastructure for the Oracle application suite and Oracle database environment, including servers, storage, backup/recovery, disaster recovery, and systems management.

*"This implementation went as smooth as any I've been involved in, and the reliability of the installation lets me sleep well at night."*

- Weinberg

### Primary Data Center includes:

Database production server: p570, HACMP  
Database failover server: p570, HACMP  
Application server (#1): p570  
Application server (#2): p570  
Non-production server (#1): p570 (virtualization software, HACMP included)  
Non-production server (#2): p570, HACMP  
HMC  
(3) IBM T42 racks  
(2) DS4500 (with flashcopy, volume copy, enhanced remote mirroring)  
(2) McDATA SAN switches

### Disaster Recovery Site includes:

p570  
HMC  
Rack  
DR DS4500 (with flashcopy, volume copy, enhanced remote mirroring)  
McDATA SAN router (FCIP)  
IBM AIX 5.3

### Sirius Implementation Services include:

Enhanced remote mirroring implementation  
Hardware installation, configuration  
HACMP customization

### IBM Services include:

IBM Education Card  
IBM Education Pack  
Three-year (four on DS4500) 24x7 IBM maintenance  
IBM Global Financing

Right: What does a picture of a dog have to do with a chemical manufacturing company? NCH has a pet care business that provides quality products such as training pads, stain and odor removers, cleaners and disinfectants, allergy relief and shed control, housebreaking aids, grooming products and pet beds.





[www.siriuscom.com](http://www.siriuscom.com)

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