

## Ultra Clean Technology



### About the company.

Ultra Clean Technology (UCT) is an international leader in the design and manufacture of critical subsystems for original equipment manufacturers in the semiconductor, flat panel, medical, and solar industries.

Using advanced manufacturing technologies and quality assurance procedures, UCT produces custom-designed systems for unique applications. In addition to manufacturing both new and completely redesigned existing systems, the company also offers testing and qualification services for the semiconductor manufacturing value chain.

Based in Hayward, California, UCT also has manufacturing facilities in the San Francisco Bay area in California; Austin, Texas; Portland, Oregon; and Shanghai, China.

To learn more about Ultra Clean Technology, visit [www.uct.com](http://www.uct.com).

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## Setting the strategy.

For Ultra Clean Technology, the leading industry drivers for remaining competitive are meeting customer expectations in the areas of quality, cost, delivery, and execution of engineering changes. In addition to the need to provide the highest quality, meet target costs, and efficiently execute a flurry of engineering changes, another tremendous challenge that UCT faces is the constant change in delivery dates based on OEM customers' fluctuations, all of which affect UCT orders and manufacturing.

After running on an enterprise resource planning (ERP) system for 10 years, UCT concluded that although it had optimized its legacy system capabilities, the application would not continue to meet the growing and evolving industry requirements. The company also needed an application for enabling Sarbanes-Oxley compliance in the most efficient way possible to accommodate UCT's status as a public company.

## Getting business specific.

Before investigating several ERP systems, Ultra Clean Technology decided that it needed an integrated system on which to run all of its business processes—from order entry to shipping, field service, and financial consolidation—and eliminate several different legacy systems and applications requiring separate access. Finally, UCT sought a cost-effective system that offered added value.

According to Michel Bertin, senior director of IT and systems at UCT, confirmation of the company's decision to select Infor™ ERP VISUAL came when it acquired another company that had been running a version of Infor ERP VISUAL. "We compared many systems that we thought would meet our requirements, including SAP and Oracle. But after several demos and analyses, including feedback from the acquired company, we chose Infor ERP VISUAL as the product with the best value proposition."

## facts at a glance:

- > company ..... Ultra Clean Technology
- > solution ..... Infor ERP
- > product ..... VISUAL
- > industry ..... High-tech & Electronics
- > revenue ..... US \$300 Million
- > employees ..... 900
- > country ..... USA

## Seeing results.

After working to implement Infor ERP VISUAL at a major site over a five-month period, UCT experienced the first go-live event, with a second event following five months later on three sites simultaneously. "Every event went well," says Bertin, "and after several months, two things clearly happened: (1) the entire company firmly believed in the data integrity of the system, and (2) people became convinced that if they ran into an issue, my team could efficiently help them."

Bertin points out an evolution that occurred in how users reacted to the system. "We noticed that some departments at some sites were using the system in a better way than others. For instance, one site used the Advanced Planning tool to process purchase orders with suppliers, which increased their efficiency by a factor of two in terms of purchasing headcount. They accomplish the task in about half the time—a tremendous improvement. So we standardized that usage throughout the company as a best practice, and everyone not only likes it, but doesn't understand how they were working without it."

UCT's first major goal was to run the entire business on one system. Bertin notes, "We've integrated our processes with Infor ERP VISUAL, including using the Quality module and Customer Relationship module—a great benefit. We've eliminated Microsoft Access® databases and spreadsheets that several departments were using on the side."

The second major benefit that UCT gained after application implementation is efficiency through use of the wireless bar coding system, called BTS, to track inventory. "Productivity has risen tremendously with fewer errors. Our users can pick while simultaneously making the transaction directly in the warehouse instead of picking a part and later making or forgetting to make a transaction."

When UCT was investigating ERP systems, a major criterion for selection was the system's ability to support company growth, specifically toward its intent to add more sites and acquire other companies that may need conversion to the implemented system. "We chose Infor ERP VISUAL as our financial system precisely for its ability to integrate financial results of several independent databases, whether from the same legal entity or from different legal entities. We've added several other sites and we've successfully integrated them with VISUAL. We're very happy with the way the application has supported our growth."

UCT sees another characteristic of Infor ERP VISUAL that will help the company gain a competitive advantage. "We're very excited by the transition of Infor to a service-oriented architecture because it means a great step toward more flexibility in exchanging information and integrating modules, as well as enabling a parallel database that supports real-time data analysis," Bertin declares.

Bertin also claims that UCT considered out-of-the-box software an important feature—with either minimal or no customization. He adds, "Infor ERP VISUAL offers a low total cost of ownership. At a reasonable cost compared to competitive products, we implemented on time and did all of our business from the first day we went live—a great return on our investment."

In summary, Infor ERP VISUAL has helped Ultra Clean Technology to:

- Quickly integrate all business processes on one system, eliminating parallel databases and spreadsheets
- Increase Purchasing efficiency by a factor of two after standardizing the Advanced Planning tool usage throughout the company
- Increase productivity and accuracy of inventory transactions by using the wireless bar coding system for tracking inventory

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- Grow quickly via opening new sites and acquiring other companies because of ease and efficiency in integrating data
- Implement advanced ERP capabilities at a lower cost than with competitive products

### Doing business better.

As UCT searches for new ways to streamline its processes and maximize efficiency, the company plans to consult with Infor. "Infor has a good track record with many customers having successfully used the software, and we've seen efficient and speedy support when it's needed. And with service-oriented architecture, we believe Infor can help us in the best way possible."

### About Infor.

Infor acquires and develops functionally rich software backed by thousands of domain experts and then makes it better through continuous innovation, faster implementation options, global enablement, and flexible buying options. In a few short years, Infor has become the third largest provider of business software. For additional information, visit [www.infor.com](http://www.infor.com).

## Customer Profile

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