

# Cymer Upgrades its Oracle EBS Environment from R12.06 to R12.1.3



## PROFILE



Cymer  
San Diego, CA, USA  
www.cymer.com

## INDUSTRY

- Semiconductor Manufacturing

## EMPLOYEES

- 1,300+

## PROJECT LOCATION

- San Diego, CA, USA

## APPLICATIONS & TECHNOLOGIES

- Professional Services
- Training
- Testing

## APPLICATIONS & TECHNOLOGIES

- E-Business Suite 12.1.3

From the CEMLI remediation to the cutover and throughout all the testing, ITC Convergence worked with CYMER to deliver a successful upgrade to 12.1.3 in just 5 months.

### COMPANY OVERVIEW

Cymer is a leading supplier of DUV light sources used by chipmakers to pattern advanced semiconductor chips. They are also developing EUV technology that represents a major technological advancement in their field. They were acquired by Dutch company ASML, a leader in the semiconductor manufacturing industry as the largest provider of lithography systems.

### THE CHALLENGE

Needed to leverage mobile field service

Issue with customizations

Environment required a specific RSA token and VM session

With the current version of EBS, Cymer couldn't move forward with mobile field service without upgrading its system. ITC needed to identify all CEMLI objects and remediate them and restore the customizations as it was in the previous version prior to the upgrade. The company also faced difficulties in accessing the environment because it required a machine specific RSA token and a VM session. This meant the resources would have to share VM's machines, working in different shift hours around for a few weeks while all of the access restrictions were resolved.

### THE ITC SOLUTION

Streamlined eBttx configurations

Improved business efficiency with Accounts Payables

Resource and budget management

ITC performed 4 practice upgrades in preparation for the project, and paid special attention to detail in the patching and the testing of the system. This practice before the actual upgrade helped the actual upgrade run smoothly. Since the upgraded tax setup didn't have the functionality Cymer needed, ITC made several configuration changes and cleaning to fit its business processes. ITC also trained end users on best practices in Accounts Payable. During the whole project, ITC gave immediate response to resource needs within the offshore team so that strict upgrade timeline was not affected. The upgrade was finalized below the original budget, which enabled Cymer to use additional hours for further development activities.

**CONTACT IT CONVERGENCE TODAY AND FIND OUT HOW TO PAVE THE WAY TO YOUR R12 UPGRADE**

## ITC ADVANTAGE



Communication strategy



Skilled and dedicated resources



Immediate response time

*"You've given the Oracle upgrade an A-?"*

*"I'd say that's an A- that went quite well."*

**Marty Gluck**  
(CIO, Information Technology Executive)  
and **Bill Geiger** (Sr. Director, Business Systems)

