

Working Together to Achieve 100% Uptime

DJO Global

Our customer.

DJO Global is a \$1.2 billion medical device company specializing in orthopedics and rehabilitation. The company's vision is to provide facilities, resources and people to deliver state-of-the-art medical devices and services that maximize users' comfort and enable them to live life to the fullest.

DJO Global is the product of a number of mergers and acquisitions, which typically result in an ever-changing, complicated IT infrastructure. Today, the company sells 1,000 different products and the IT organization serves more than 5,000 employees on a daily basis.

"As far as technology goes, our number one concern is the stability of our applications," said Chris Shen, CIO of DJO Global. "We are a medical device company, not a technology company. Our users just want it to be like a light switch – turn it on and it works."

Our relationship.

For more than a decade, DJO Global has outsourced the hosting and management of its ERP applications. At the time initial contact was made with Data Intensity several years ago, DJO Global was hosting its Oracle E-Business Suite at a competitor and was experiencing stability and performance issues. In addition, there were communication problems between the two companies. "I did not have a sufficient amount of contact with the management team, so it seemed like each time we'd have a problem and needed to escalate, we'd end up working with a different person in the organization," Shen recalled. "We were investing so much time in just trying to coach them and work through problems, it would've been much easier to just run the system ourselves."

DJO Global knew that outsourcing its environment was still the right answer, but needed to find the right partner. As such, Shen hired a firm to run a formal RFP selection process. Data Intensity came highly recommended by another company in the DJO Global portfolio community and as a result Shen invited them into the bidding process. Through the company's vetting process, it became clear that Data Intensity would provide the right fit.

Data Intensity Products/Services Used by DJO Global

- ▶ Managed Cloud Hosting
- ▶ Oracle – EBS
- ▶ EMP/Hyperion
- ▶ OBIEE
- ▶ SOA
- ▶ Agile
- ▶ Third-party – Bartender, Radley, ConnectShip, Vertex

Today, Data Intensity hosts and manages all of DJO Global's primary applications from Oracle E-Business Suite and Oracle Business Intelligence (OBIEE) to Hyperion and other critical third-party applications.

"Expanding our footprint has been very straightforward with Data Intensity and they have shown a great ability to meet our needs as we have grown over the years," said Shen.

Our results.

Shen is happy to report that DJO Global's uptime has remained steady at 100% for several months. "It's fantastic," he said. "When you compare that with the constant problems we were having before working with Data Intensity, it's an incredibly huge benefit to us – downtime is no longer on my concern list."

"Working with Data Intensity has been great," said Shen. "We consistently have access to our regular team of experts and then for anything slightly more unusual, or if there is an issue, we have full ability to call on the senior team at Data Intensity. We try not to abuse that, but we appreciate it very much. It's a huge positive."

Shen expects to continue working with Data Intensity throughout the ongoing evolution of his IT infrastructure. "It's great not to have to explain issues to the leadership team when it comes to IT problems," Shen said. "Instead, with Data Intensity watching over my applications and infrastructure, I can now focus on adding value to our business, which is exactly what my team and I should be doing."

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