



Shaping a new digital enterprise with scalable cloud systems and SaaS infrastructure for agility, performance, and growth



The Challenge

- Transition away from the IT infrastructure of parent company Air Products
- Create new standalone IT architecture built entirely on cloud-based systems
- Complete migration in an aggressive timeframe to help reduce costs associated with leasing infrastructure



The Solution

- Implement Software as a Service (SaaS) solutions across the enterprise with a Neudesic designed interface
- Utilize Microsoft Office 365 as foundation for user engagement and collaboration
- Create an operational help desk and support team for Versum's global employee base



The Benefit

- Full-cloud architecture established for long-term performance and growth
- Level one through level three service desk fully operational in under five weeks
- Migrate all employees in under two months, beating an anticipated six-month timeline
- Promote a dynamic environment for the company, relying on a Service Integration and Management model
- Poise the company to design their global digital workplace to be powered by employee selected devices

“Neudesic was an ideal partner as we transitioned to our own IT framework. In cloud-based system design as well as managed services, Neudesic professionals delivered value, expertise, and effective solutions for the enterprise we envisioned.”

– Jeffrey Hornak, Director of Infrastructure and Architecture, Versum Materials

“ Neudesic embraced our vision to operate on a full-cloud infrastructure, helping shape our operational effectiveness for growth and position us an industry innovator. ”

– Mike Mayernik, IT Operations Manager, Versum Materials



The Client

Versum Materials was formerly the Electronics Materials Division of Air Products, a world leading industrial gases company. The group was spun off from its parent company in 2016, a move to unlock the real value of its boundary-pushing approach to create next-generation CMP slurries, ultrathin dielectric and metal film precursors, formulated cleans and etching products, and delivery equipment that have revolutionized the semiconductor industry. Servicing clients in 13 countries with more than 1,900 employees, Versum’s most recent revenues topped \$1 billion in 2016.

The Challenge

Following its spin-off, Versum needed to transition its IT systems off the Air Products platform. Operating under a Transition Services Agreement (TSA), which enabled leasing of the required IT capacity and capabilities, Versum had an 18-month window to create its own standalone architecture and infrastructure design.

“Our charge was to build a unique Versum identity in terms of operational technology,” said Mike Mayernik, IT Operations Manager at Versum. “This included applications, networks, databases, and ERP systems – it was essential that we acknowledged the kind of infrastructure we envisioned as a company and took the opportunity to execute a strategic technology vision.”

Crafting an ecosystem of IT assets across Versum’s global reach required the executive team to formulate a strategic and tactical plan.

“We knew we did not want to own a data center, because of the capital and operational expense,” said Mayernik. “We did not want to manage a heavy IT footprint; rather we needed a lightweight approach that would allow us to focus resources and technology investments more effectively.”

This was a radical departure from the Air Products model, which had relied on more than 500 IT employees to manage the enterprise, all on-site.

“We felt that an on-premise solution was not viable – being a cloud-only company would better align us with how we work, our global customer base, and our long-term goals for growth and flexibility,” Mayernik said. “That meant no on-premise hosting of equipment and a strong commitment to our SaaS-first cloud-only vision.”

“Neudesic’s depth of Microsoft expertise helped us identify how a single platform could activate our digital workplace globally, allowing easy implementation of programs such as Exchange for email, OneDrive, SharePoint, Yammer and Skype for Business.”

– Jeffrey Hornak, Director of Infrastructure and Architecture, Versum Materials

The Solution

Versum collaborated with Neudesic, capitalizing on the company’s diverse technology experience and deep well of Microsoft expertise. Microsoft Office 365’s productivity and collaboration tools provided an ideal Software as a Service (SaaS) framework that could deliver extensive capabilities enterprise wide.

“Given we did not want to develop and maintain our own applications, we required a fully-featured platform that would offer all the tools necessary for day-to-day, enterprise business operations,” said Jeffrey Hornak, Director of Infrastructure and Architecture, Versum Materials. “Neudesic’s depth of Microsoft expertise helped us identify how a single platform could activate our digital workplace globally, allowing easy implementation of programs such as Exchange for email, OneDrive, SharePoint, Yammer and Skype for Business.”

The change in infrastructure was managed without disruption of day-to-day operations, and considered collateral and artifact collections, as well as storage and system security. Moving to the SaaS model also required supporting users with login capabilities, access controls and overall usability of the software – critical to eliminating individual challenges that could slow down productivity.

“Neudesic recognized that migrating from traditional server and data center capabilities required a strong focus on our end-users and their speedy adoption of the technology,” said Hornak.

To ensure smooth deployment and ongoing support capabilities, Neudesic engineered a single sign-on function where Versum employees access all company applications from their laptops or other mobile devices, as well as a level one through level three global service desk.

“Standing up a level one through level three service desk – from scratch, in less than five weeks – is a real challenge. Neudesic met our aggressive goals for transitioning email first, creating standardized workflows from an infinite management perspective. We did not have to recreate the wheel and easily fit right into their proven model,” added Mayernik. “Today, Neudesic is managing services for us from a process perspective, including handling incidents and projects via our instant ticketing system called ServiceNow. An end user in need of support can easily log a ticket into the system, which is monitored by the Neudesic team for quick response 16 hours daily, ideal for our global base of employees spread across the Americas, EMEA, Europe, Middle East, and Asia.”



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– Mike Mayernik, IT Operations Manager, Versum Materials

The Benefit

With this infrastructure in place, Versum was fueled to move even more quickly on its employee rollout. The company initially planned to phase enrollment of 500 personnel at a time, reaching total engagement of all staff members within six months.

“Instead, we handled enrollment company wide within two months – a significantly reduced timeline based on Neudesic’s ability to scale and execute responsively,” said Mayernik. “The whole process was impressively smooth, and we beat our deadlines by capitalizing on our partner’s productivity and competence.”

Collaboration between Versum and Neudesic has helped push the frontiers of what cloud technologies can do for an enterprise. “By partnering with Neudesic’s one-stop-shop delivery model of service, support and expertise, we have a proven cloud infrastructure on which to build. Our affiliation has remained flexible and nimble, with attention focused on working as an extension of our own team.”

Tapping Neudesic for both development of a cloud environment as well as management of SaaS applications, allowed Versum to rapidly accomplish its mission to eliminate reliance on Air Products’ leased infrastructure.

“We are now officially a ‘cloud first’ company, all in on the concept of service integration and management (SIAM),” said Hornak. “It’s an important step in defining ourselves as innovators, not only in terms of our products and services, but in how we operate as a global enterprise. The infrastructure is also poised to support Versum’s vision of transforming the workplace into a bring-your-own-device environment. “We’d really like our 1,900+ employees to choose their own device, offered by us from a selection of PCs and portable devices. Employees will be able to choose what form factor works best for them, right from our own global portal – and we think that is uniquely supportive of employee productivity and growth.”





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