Mercury Marine Expands Manufacturing Operations to Suzhou, China with IT Convergence

“IT Convergence has been an excellent partner. Their knowledge and experience in China, combined with their U.S. expertise, produced a quick, focused, and successful project.”

Mike Schulz // Chief Information Officer, Mercury Marine

“IT Convergence served as a key element to our unprecedented fast start up of the Oracle system. They were very dedicated and fit into our organization such that they were part of the team, undistinguished from our own personnel.”

Vic Schutte // Vice President, Asian Operations, Mercury Marine

A LOOK AT MERCURY MARINE

Mercury Marine is the world’s leading manufacturer of marine propulsion systems, parts and accessories. A division of Brunswick Corporation, Mercury Marine has multiple manufacturing locations in North America, Europe, Asia and Australia.

THE CHALLENGE

Mercury Marine shifted production of 40, 50 and 60 hp EFI four-stroke outboard engines to a new, purpose-built facility in Suzhou, China (Jiangsu Province). Mercury needed to implement a localized version of the Oracle 11i Applications E-Business Suite to support newly developed business processes for the Suzhou facility. Localization required that correct definitions be applied according to local tax and customs laws. The Oracle E-Business Suite roll out included Financials, Procurement, Order Management, Quality and Manufacturing.

HIGH-LEVEL PROJECT GOALS

- Facilitate successful green-field operation in new Suzhou facility
- Deploy Oracle E-Business Suite in a single global instance in an environment under construction and with localization requirements
- Define business processes for Demand to Build, Order to Cash, Accounting to Financials and Procure to Pay
- Offer multi-language capabilities

WHY IT CONVERGENCE?

Mercury was looking for an Oracle partner who understood business processes as well as Oracle 11i. The potential partner had to offer a truly global presence, with multilingual consultants who understood Chinese localization requirements and the differences between accounting practices in the U.S. and China. In addition, Mercury sought a partner who could provide functional and technical expertise within its timeline and budget. Mercury selected IT Convergence as the partner that could best meet these needs.
LOCAL RESOURCES PROVIDE VALUABLE EXPERTISE

The key factors to Mercury’s successful endeavor were ITC’s worldwide presence, its localized expertise and global implementation experience in American and Chinese manufacturing industries. ITC personnel in Shanghai allowed for effective communication, with minimal post-implementation project transition and support. The multilingual ITC consultants expedited the localization process and quickly assisted with functional and technical support issues between Suzhou and Mercury headquarters in Fond du Lac, Wisconsin.

The IT Convergence team deployed Mercury’s Oracle E-Business system in Suzhou while the plant was being constructed, and met system go-live expectations while completing the project within budget. During the configuration, implementation and testing phases of the engagement, IT Convergence also assisted Mercury with remote DBA support and advised the company on database infrastructure and architecture.

In order to support Mercury after the go-live, ITC provided to-be business flow documentation (Demand to Build, Order to Cash, Accounting to Financials and Procure to Pay) and global definition documents. Additional documentation services included the leveraging of Oracle Tutor, which served as a repository for user documentation needed for Sarbanes Oxley compliance.