



# Encompass Lighting Group

*Lighting manufacturer improves response time by 95% and increase productivity by 30 man-hours per day*



ENCOMPASS LIGHTING GROUP®

**Encompass Lighting Group**  
Skokie, Illinois, USA

[www.encompasslighting.com](http://www.encompasslighting.com)

## Industry

- Manufacturer / Distributor,  
Lighting Fixtures And Supplies

## Business Challenges

- Rapid business growth, 300% increase in transaction volume, and 75% increase in users slowed server response time to unacceptable levels
- Slow batch processing cost the night shift an hour of productivity daily

## Business Results

- Improved average server response time by 95%
- Eliminated server timeouts
- Increased productivity by 30 man-hours per day
- Gained reliability and availability
- Supports today's transaction volume and allows for growth and upgrades

## Solution Features

- IBM System x servers for application, database, and deployment
- IBM DS4700 SAN storage server with expansions and switches
- Implementation and configuration services
- DSI's JD Edwards expertise

Encompass Lighting Group (ELG), based in Skokie, Illinois, has developed some of North America's premier lighting brands, including Tech Lighting, tiella, 2thousand degrees, T~trak, ELEMENT, Wilmette Lighting Company, and LBL Lighting. The hallmarks of each brand in the Encompass portfolio are precision design and engineering, outstanding quality, and consistent superior service.

## Challenge

ELG's servers were four years old. Since their installation, ELG had doubled in revenue, increased transaction volume by more than 300%, and increased users by 75%. ELG had also acquired a company and launched two new brands.

"Our servers were not configured for that kind of unexpected growth. We needed to upgrade to new servers as soon as possible," said Srinivasa Krishna, ELG's Director of Information Technology.

With rapid growth taxing their server capacity and slowing server response time to a crawl, ELG conducted a thorough search for a new server solution. The search included evaluation of new models from ELG's then-current server provider and an IBM server solution from Data Systems International® (DSI®).

## Solution

Ultimately, ELG accepted DSI's proposal for a complete IBM server solution that would meet its current performance demands and support its planned upgrade of JD Edwards EnterpriseOne.

"We were very impressed with the IBM equipment and what it could do. The configuration of the IBM hardware was very versatile and built for growth. It is a very manageable system, with useful tools and much more functionality when compared to what we saw from some of the other brands," Krishna said.

## DSI's JD Edwards Expertise: An Important Value-Add

A key factor in ELG's decision was DSI's extensive experience configuring Oracle's JD Edwards EnterpriseOne on IBM System x model servers. Previously, DSI implemented dclINK® data collection software with integration to ELG's JD Edwards EnterpriseOne application to support inventory tracking and work order activities.

The DSI team's knowledge and experience with the JD Edwards application impressed ELG during the dclINK project, and again when they brought that unique expertise to the server discussions.

*"DSI's experience configuring JD Edwards EnterpriseOne for the IBM environment, combined with solid hardware configuration knowledge, drove our decision."*

*Srinivasa Krishna  
Director of Information Technology  
Encompass Lighting Group*



## DSI's JD Edwards Experience Drove ELG's Decision

"DSI's experience configuring JD Edwards EnterpriseOne for the IBM environment, combined with solid hardware configuration knowledge, drove our decision. While the other vendor could configure JD Edwards systems, it was of greater value to us to have DSI personnel on hand. We've worked with them before, and they have CNC knowledge that was critical for us," Krishna said.

The complete IBM server solution DSI provided ELG included a combination of IBM x3850s, x3550, and x3650 models for use as database servers, application/batch servers, and deployment servers, as well as an IBM DS4700 storage server with expansions. DSI also provided ancillary equipment, configuration for JD Edwards EnterpriseOne, and implementation services.

## Results

With the new IBM server solution in place, ELG documented specific performance improvements that save the company time and money, and that enhance its ability to provide the service levels its clients expect. Results included:

- **Gained 30 Man-Hours Per Day In Productivity**

Due to limitations of ELG's old servers, the night shift had to stop processing so the nightly batch jobs could run. This cost ELG at least an hour of productivity per night for each worker on the shift.

"Batch jobs run faster with the additional horsepower of the new IBM servers. We've gained an additional hour of productivity per night for our production schedule. This represents a huge return on investment," Krishna said.

- **Improved Server Response Time By 95%**

According to Krishna, ELG's average server response time improved by at least 95%. That translates into significant time savings in ELG's high-volume transaction environment.

"Inquiry response time has dropped from several minutes to just seconds. As a result, we have seen an increase in productivity throughout the entire operations cycle," he said.

- **Eliminated Server Timeouts**

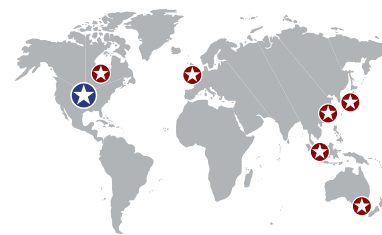
ELG's old server couldn't handle the company's high transaction volume, resulting in frequent timeouts and disgruntled personnel.

"DSI did a thorough job sizing the new IBM servers, virtually eliminating timeouts. When using the old servers, we kept getting calls regarding operational speed and timeouts. Now, with our IBM servers in place, we can focus on business process improvements," Krishna said.

- **Positioned For Continued Growth**

DSI sized the IBM server solution to satisfy ELG's immediate need for server performance and to give them enough capacity to support a planned upgrade of Oracle's JD Edwards EnterpriseOne.

"The biggest intangible benefits we've received from the IBM server solution are in knowing that our servers are stable, that we have a redundant solution, and that it is performing efficiently," Krishna said.



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