

# Case Study: Silgan Plastics

## Client

Silgan Plastics, headquartered in St. Louis, MO, is a division of Silgan Holdings, which is a multi-national container supplier to various consumer packaged goods (CPG) companies.

## Business Challenge

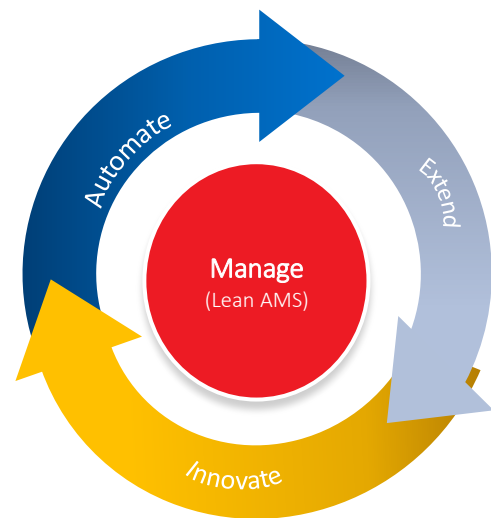
Silgan currently runs Oracle EBS v. 11.5 to support their business users. Their existing IT staff struggled to balance the demands of managing trouble tickets with customer enhancement requests. They were attempting to find and hire local support staff to augment their existing team.

## Infolob's Contribution

Infolob provided Silgan Plastics with Oracle EBS and database managed services. Using both on-site and offshore resources, we were able to boost the productivity of their IT support staff. Our consultants handle trouble tickets and provide minor application enhancements.

## Business Impact

Our on-site and offshore consultants are able to take the pressure off of Silgan's small IT staff in order to relieve stress and focus more time on their tasks rather than being overwhelmed.



### Innovative

- Manage and innovate
- Process and template
- Driven
- Predictive
- ROI-based



### Automated

- Reduce waste
- Lean service model
- Agile
- DevOps & automation
- Robotics



### Extended

- Technology agnostic
- Capabilities across BUs
- Cloud managed services
- Hybrid IT