



## CASE STUDY

# Manufacturing

## FMC Corporation Industry

### COMPANY:

FMC Corporation Industry

### INDUSTRY:

Manufacturing

### BUSINESS NEED:

Amidst relentless competition, increasing customer demands, and with few in-house IT resources, FMC needed to securely extend applications to employees, partners, and customers

### MANAGED SSL RESULTS:

FMC was able to extend 11 applications in six months

Direct interface with back end systems through MySAP and Siebel

Customers now have a direct link to order parts and check availability

Increased revenue and faster product delivery

## Managed SSL VPN Provides a Single Infrastructure for Securely Managing All User Communities at FMC

FMC faces relentless competition, uncertain markets, and limited IT staff resources. To meet these pressures head on, Craig Watson, CIO of FMC, has aggressively moved to ensure that information technology has a direct contribution to the \$4 billion company's bottom line. "Our range of operations includes offshore oil field development in the Gulf of Mexico and the North Sea, agricultural pesticides produced in India and China, soda ash mined and milled in Wyoming, airline systems for all the major carriers, and food processing equipment built as specified by major food companies globally," said Watson. "In each of these cases, close cooperation and connection with customers and suppliers is becoming more critical every day."

Watson's goal was to transform IT from a "utility" into a full-fledged profit center. To do this, he needed to find a way — irrespective of individual business unit-specific strategies — to provide a common infrastructure for authentication and connectivity across key value chain participants inside and outside the company. Starting with its established managed service model, FMC Corporate IT moved quickly to identify and integrate a secure connectivity capability that could be built once, managed by the provider, and used throughout the company.

According to Watson, "We were looking for a single infrastructure that would allow us to securely bring trading partners into our network and work collaboratively on resources like servers and Web sites behind our firewall. We wanted employees traveling or working from home to securely access their information tools and assets on the network from anywhere in the world over the Internet. We also knew that when the businesses became aware of how mission-critical this capability was, they'd want

it yesterday. So, in what would otherwise have been a complex environment of wasteful point solutions, MegaPath Managed SSL VPN services made it possible to quickly deploy a single infrastructure for secure access and connectivity.

"Now, we use the managed network offering to launch an increasing range of services and capabilities: We sell thousands of tons of soda ash through a direct SAP-to-SAP connection; we enable private access to confidential personnel files for 10,000 employees over the Web; we host vendor-managed inventory systems, customer asset management services, field service management, and customer order tracking—all over a single equipment rack installed at our Web host, and managed remotely by MegaPath.

"So, why MegaPath? We chose MegaPath for three key reasons: First, their proxy server technology added a layer of security that made us feel extra safe. Second, their people — from the sales people to the deep-techies — knew the technology



"Their [MegaPath] people — from the sales people to the deep-techies — knew the technology and how to use it cold; finally, their managed service model fit our low headcount/fast deployment management approach like a glove."

— CRAIG WATSON, CIO,  
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FMC expects to grow revenues and reduce costs through direct links to customers, faster development of products through online partnerships, and added services for employees through secure access to their benefits information.

"Going forward," explained Watson, "we expect to continue to build on the MegaPath infrastructure to drive business performance across the board: from collaborative engineering projects, new forms of customer support, and entire new lines of sales and service opportunities. We see MegaPath as a vendor and technology that can grow with us."



MegaPath is the leading provider of managed IP communications services in North America. MegaPath leverages its wide selection of broadband connectivity, Virtual Private Networks, Voice over IP and security technologies to enable businesses to lower costs, increase security and enhance productivity. Businesses of all sizes can easily and securely communicate between their headquarters, branch offices, retail locations, mobile workers, and business partners.