

Simmons Sleeps Better Knowing that Their Technology is in Infocrossing's Hands

A Time-Tested Relationship

Simmons Bedding has been helping people sleep better for nearly 140 years. Today, they have 18 manufacturing plants in the United States and Puerto Rico, as well as 23 international licensees and sub-licensees. Since their entire business is made-to-order, having a reliable IT system and provider is absolutely essential for the mattress company. "If our system goes down, our entire manufacturing line comes to a screeching halt," says Brenda Standridge, Director of Technical Services at Simmons. "Millions of dollars are at stake, so we have to have someone in our corner that we can trust."

For Simmons, that trustworthy someone is Infocrossing, A Wipro Company. The two companies are approaching the 10-year anniversary of their relationship, one that truly has stood the test of time. Years ago when new management at Simmons inherited the Infocrossing contract, they were initially unsure whether outsourcing was the most efficient way to go—but Infocrossing proved themselves to be a valuable asset, and since then the relationship has only grown. "We feared that service levels might drop relative to using internally staffed resources," admits Standridge, "but that has not proven to be the case. Infocrossing has always been able to change and evolve relative to what our needs were, which has contributed to the steady growth of this partnership."

The Power of a Partnership

Simmons is not just a client for Infocrossing; these two companies are partners. Standridge notes that the Simmons family does not just see this as an outsourcing arrangement, but more of an extension of their own IT staffing and services. Infocrossing always has someone available to pick up a phone and talk whenever there is any kind of problem, and a solution is always close at hand. "The customer should be part of the process and that sets Infocrossing apart from other providers," Standridge adds. "Infocrossing understands partnership and collaboration with the customer and they care just as much about our business as we do."

Of course, a partnership is a two-way relationship. Simmons is providing Infocrossing with something very valuable as well: a good night's sleep. As experts in consumer sleep education, Simmons is partnering with Infocrossing in a wellness program designed to help each Infocrossing employee achieve a better quality of life through better sleep. On the value of this program, Standridge says, "We want this to be mutually beneficial to both parties. That's what a partnership is."

The Comfort of Security

Simmons is in the business of comfort, and they understand that being comfortable in a business relationship is just as important as on a mattress. Consistency is key when it comes to establishing a

lasting partnership, and in the past ten years Simmons has only had two different account representatives at Infocrossing. “I would credit much of the strength of our relationship to the specific people we work with,” says Standridge. “There’s been a lot of stability. Our core resources at Infocrossing know our environments almost as well as we do.”

In fact, Infocrossing has been a consistent presence in Simmons’ IT infrastructure for so long that when the time came to do major upgrades, the process ran like a dream. Among a two and a half year ERP implementation that required building and supporting an entirely new platform, Infocrossing also accomplished the following with Simmons:

- Consolidation of production and development on iSeries servers
- Equipment upgrades
- Adding additional services for open system, networking, and storage
- Adding an additional mid-range system that supports Simmons’ Canadian operations

Standridge says that Infocrossing’s expertise made this conversion run smoothly, and with respect to their offshore operations, adds that Infocrossing has been consistently meeting their expectations every step of the way. Many of the original challenges that Simmons faced—like operational staffing limitations, concerns about disaster recovery, future growth demands, and physical security—are now one less thing to lose sleep over.

In fact, one almost feels obligated to ask Standridge if she sleeps better knowing that Simmons’ systems are in Infocrossing’s hands. “Actually, I do,” she says. “It’s a good feeling knowing that our systems are in an Infocrossing Data Center. It’s a secure environment staffed 24x7x365 with trained and experienced professionals. I can’t imagine a better place for our systems to be than Infocrossing”

With Simmons’ systems in trusted hands and Infocrossing’s employees having access to the best tools for comfortable, quality rest, this is a partnership that ensures everyone a good night’s sleep.