

Cymer and Exact

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Exact's private cloud offers us a significant number of advantages."

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EXACT'S PRIVATE CLOUD... I INSTANTLY KNEW: THIS IS THE SOLUTION!



Cymer was founded in 1986 in a garage in San Diego, USA by three young guys. From the start, they focused on laser technology, a sector which was undergoing massive development. The company grew quickly, and came into contact with ASML as a client in the early 1990s. In 2013, this relationship developed into a collaboration thanks to a merger between the two parties. Cymer is currently a top player in the area of light sources that are used in machines used for the manufacturing of computer chips. Direct clients of Cymer are the manufacturers of these chip machines, such as the internal client ASML, but Canon and Nikon are also major customers. Indirect clients are the parties which purchase the chip machines to subsequently produce chips themselves. Cymer offers service to these clients, as well as maintenance for the light source. Think here along the lines of Samsung and Intel. Developments in this semiconductor industry proceed rapidly and chips are becoming increasingly smaller and more powerful. This requires constant innovation when it concerns the light sources that are needed for this.

Cymer is a forerunner in this field and is developing the next generation of the light source that has been commonly used up until now, DUV (Deep Ultra Violet). This new development is called EUV (Extreme Ultra Violet) and Cymer and ASML expect to bring this innovation onto the market in 2016.

Cymer is also a pioneer in the area of software; the company is one of the first Exact clients that uses private cloud.

A satisfied client for many years

The development and production of Cymer light sources takes place in San Diego. The operation in Europe is a service organisation. From Veldhoven, a stone's throw from Eindhoven, the people responsible for the maintenance and repair of the chip machines containing Cymer light sources are managed. Marco de Leeuw, Finance Director at Cymer says: "The Cymer head office in San Diego uses Oracle. However, in Europe

we have been given the freedom to supplement our IT according to our own additional requirements. We have been happily working with Exact since 2000 for our financial accounting. We mainly use it for the general ledger, the journal items and the entire expense cycle with all suppliers' invoices and staff members' expense statements."

The challenges

De Leeuw was always dependent on Cymer in San Diego for his IT infrastructure. From there they made available the server on which Exact Globe operated in Europe. De Leeuw describes the situation: "An ageing version of the operating system was running on the server in the US. This was on the list to be upgraded, but we did not dare to do so without a good overview of what the impact might be. Additionally, we required Microsoft SQL to run Exact as we have it configured. That was yet another separate piece of software that also required regular attention. And then of course Exact itself, which was not supported from America, because no one there knew anything about Exact Globe. And for these four different issues I often had to go to four different contact people."

De Leeuw wanted to tackle this situation: "Yes, as long as it all runs, it's great. But when something did not function here, I had no other option than to wait for early morning in the US. And at that point, it would already be 5 p.m. over here. At the start of 2015, we had one of those malfunctions, just as we were about to compile our monthly report, so that was disastrous for us. Coincidentally, our Exact account manager called us that same week. She heard about the problems and brought Exact's private cloud to my attention. I instantly knew: this is the solution!"

Benefits of working in the cloud

Cymer decided to opt for Exact's private cloud and made the switch in June 2015. De Leeuw says: "There are a number of benefits to working in the cloud:

- **No hardware required**
We do not have any [remote] hardware anymore that I need to worry about.
- **No worries about updates**
Software updates are taken out of our hands. I can assume that the operating system is up-to-date. This also applies to SQL, I do not worry about that anymore. And you receive an email when the upgrades are planned, so that you can keep it in mind. Very good!
- **No worries about back-ups**
The automatic back-ups are also excellent. This did not take too long before, but we did have some problems in this area. Our back-ups were not completed, because the system was full. Thankfully, this is something that I do not have to worry about anymore.
- **Transparent costs**
The transparent costs are also an advantage. You know that everything is included in one fixed monthly amount. We really need to see savings in time and money in the long term, but I am convinced that this will ultimately offer financial benefits. Certainly when you include the removal of stress related to this.
- **Good performance**
Something that I was very curious about when we started the process was the performance. For example, when you make a major Excel dump. This is done via the internet, so will we notice this? But there is no difference. Fortunately, the speed is just as good.

- **Working from home**

It's become the norm to regularly work from home in this day and age. Previously I could access Exact Globe from home, but now it goes a lot faster. When I work from home now, I have the same performance as at the office, maybe even better.

- **Accessible for external stakeholders**

Finally, the situation is that we manage all of Europe from Veldhoven. Therefore, we do not have financial staff members in all European countries. I do work with local accounting firms there for local tax returns etc. Previously, we could not provide those firms with insight into our system, but now the option is there."

Remove stress

De Leeuw has experienced stress with a number of issues: "We always run a report in Exact, and we export that report to Excel. The information was then copy-pasted to a master sheet and my worry was that I would lose the copy-paste functionality when I started working with Exact in the private cloud. But this was not the case. That ultimately convinced me. In addition, we have examined the security carefully. Cymer has a number of standards that each IT solution that is used must meet with regards to security. Exact's private cloud meets these standards, I am convinced of this."

Fast and easy implementation

De Leeuw is very positive about the transfer to the private cloud: "Implementation has gone very smoothly. To work from the cloud we did have to install the Citrix Receiver first. This software had to be added to our 'approved software list' and that cost me some extra time. But once we returned the contract, I had the user IDs and the instructions to join the private cloud within a day or two. I forwarded the database via email and within 2 hours it was in the private cloud. And then you can start right away!"



Future: Exact's private cloud in Asia?

De Leeuw has been a satisfied user of Exact for a number of years, certainly now that it is available in the private cloud. "I think that Exact stands out above the average ERP platform. One thing I think is an amazing feature, for instance, is that a booked journal entry can still be changed in Exact. In other packages this does not work, because such a change then has too much of an impact on other tables. But clearly Exact has been configured so cleverly that it can be done." De Leeuw's colleagues in Asia still use their own local accounting systems. Thanks to his positive experience with Exact in the private cloud, De Leeuw believes that this is also a good solution to roll out with colleagues in the Far East.

THE BENEFITS

- No more hardware required
- No worries about updates
- No worries about back-ups
- Transparent costs
- Good performance
- Working from home
- Accessible for external stakeholders

OLD SITUATION

There were four problem areas for Cymer in Europe: hardware and remote support for Exact Globe, ageing operating software and database software due to insecurity about impact of updates.

THE SOLUTION

Cymer decided to transfer the financial software to Exact's private cloud.

Facts

Name organisation	: Cymer
Organisation type	: Private limited company
Number of staff	: 1,300 worldwide, 60 in Europe
Number of Exact users	: 5
Active Exact product lines	: Exact Globe
Sector organisation	: Semiconductor industry
Focus areas	: Finance
Implementation time	: 2 days
Costs	: One-off 3K for software, 329 euros a month for Exact's private cloud
Locations	: 8
Website	: www.cymer.com