

## **Brooks Automation**

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

High Technology Capital Equipment  
Manufacturing  
Chelmsford, Massachusetts

### ***The Situation***

Brooks Automation has grown to nearly \$1 billion through mergers and acquisitions. Following the acquisition of Helix Technologies, Brooks' management team recognized that it required more modern ERP software and integrated CRM software to support its strategy to enhance its results by expanding its service and repair businesses.

### ***The Challenge***

Brooks Automation needed a strategic partner to help clarify and identify differentiating business requirements and efficiently select ERP and CRM software. Because of its multiple acquisitions and mergers, Brooks had several variations of its core processes. In addition, Brooks' processes had been constrained by its enterprise software so its personnel were not fully aware of the business processes that could be supported by state of the art enterprise software.

### ***The Solution***

Brooks hired Integra as its enterprise software selection partner. Integra rapidly deployed a senior project team consisting of a project manager and business analysts with extensive experience in the global manufacturing and configure-to-order industries. The team also was experienced with Integra's Technology Evaluation Framework. Working together with Brooks, Integra identified business requirements that differentiated Brooks' software needs. The Integra team worked with several software vendors to orchestrate demonstrations focused on Brooks' differentiated requirements so that Brooks could efficiently select appropriate ERP and CRM software.

### ***The Results***

Using Integra's Technology Evaluation Framework, the Brooks and Integra team focused on Brooks' requirements for strong configure-to-order and multi-national supply chain management capabilities. Based on the importance of these requirements, Brooks Automation selected the Oracle E-Business Suite for its CRM and ERP platform.



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