

Success WITH CA

Advantage™

Customer Info AT A GLANCE

Company Name:

Cypress Semiconductor Corporation

Industry:

Semiconductor manufacturing and distribution

Geographic Location:

San Jose, CA

CA Solution Used:

Advantage™ Ingres® Enterprise Relational Database

Biggest ROI:

System uptime and precision control keep production rolling and eliminate errors, saving millions of dollars in costs that would be attributed to lost batches of circuit wafers



Computer Associates®

Cypress Semiconductor Relies on Advantage™ Ingres® for Critical Manufacturing Process Support

Cypress Semiconductor Corporation (Cypress) is a diversified supplier of high-performance, integrated circuits for network infrastructure and access equipment. The company's products use wireless, wire line, digital and optical transmission standards, including USB, Fibre Channel, SONET/SDH, Gigabit Ethernet and DWDM.

Advantage™ Ingres® Enterprise Relational Database (Advantage Ingres) from Computer Associates International, Inc. (CA) is the database behind Cypress' applications for semiconductor fabrication. Cypress relies on the high-performance, highly scalable relational database management system (RDBMS) as well as Advantage™ Ingres® Premium Support Services from CA to keep the fundamental manufacturing processes of its business functioning with precision and speed.

Software System Failures Translate to Huge Costs

Cypress' billion-dollar wafer fabrication plants (fabs) conduct and log dozens of intricate manufacturing processes. If its machinery sits idle, the company has serious production problems. If the measurement specifications are off by a fraction of a millimeter, that's trouble, too. "If you botch a wafer lot by executing a wrong step or mismanaging precision controls, you've literally destroyed a million dollars worth of wafers," said Robert Price, DBA Manager at Cypress. "If any aspect of the system goes down, it will cost you."

Over the years, Cypress has demanded absolute perfection from its databases and related services. It was 20 years ago when Cypress originally bought its manufacturing system database. The company has consistently reviewed its purchase and considered alternatives as revisions and new versions have been released. Cypress has stayed

with one manufacturing database for 20 years because CA's Advantage Ingres provides excellent performance, impeccable uptime statistics and a highly professional, rapid response support team.

The Right Solution — High-Quality Database and Unrivalled Service

When Cypress was originally in the market for a database, it had two choices: Oracle or Advantage Ingres. "We chose Advantage Ingres," said Price, "and it's done the job." Advantage Ingres

Enterprise Relational Database provides Cypress with a high-performance, highly scalable, expertly supported database that stays up for months at a time while supporting manufacturing processes that perform tens of thousands of hourly operations.

With CA's Advantage Ingres Premium Support Services, the elapsed downtime, on the rare occasions when the system goes down, is measured in minutes or hours rather than days. The service option gives Cypress one point of contact for service and a very tight relationship with the CA Support team. "I can't think of any other vendor that's given us this kind of support," said Price. "We're totally happy with the database and the level of service we receive."

"When we first signed up for Advantage Ingres Premium Support Services, our lives changed dramatically," added Price. "The team is so responsive and we don't have to log in somewhere before anyone talks to us. We just email or call our single point of contact and he's all over any kind of issue we're dealing with. If we've got a crash at three in the morning, I've got a number that we can call. Within a few minutes, somebody will be logged into our system, expertly examining things and getting it back in order. It's very rare that we use the service, but when we do it's invaluable." Most of the time, the hardware (especially disks)



Connecting From Last Mile to First Mile™



Success WITH CA

“
**Every three years
or so we renew
our Advantage
Ingres contract.
The price is right.
The service is so
excellent. It's an
easy decision. It
says a lot about
the product and
the people
behind it.**
”

Robert Price
DBA Manager
Cypress Semiconductor
Corporation

or Cypress' custom applications cause problems.

“We need that layer of premium support, though, because our business is so dependent on these fabs.”

Team Effort to Uncover Root Causes

The Advantage Ingres Premium Support Services team and Cypress' DBAs conduct post-event, root-cause analysis to understand issues and prevent future failures. Both groups have specialized tools that allow them to quickly uncover root causes.

“When something goes wrong, the post analysis teams come back with a root cause more than 90% of the time, which is very gratifying,” said Price.

Renewing Contracts an Easy Decision

“Every three years or so we renew our Advantage Ingres contract,” said Price. “We don't like to go out longer than three years, although we should have in the past. We always renew and then we have to make up our minds if we want to pay for Premium Support. There's hardly ever any resistance. The price is right. The service is so excellent. It's an easy decision. It says a lot about the product and the people behind it.”

**For more information, call 1-888-746-4737
or visit ca.com**



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