



Success Story

Mack Trucks, Inc.

Heavy-Duty Trucks and Truck Components

With Time Running Out on its Alpha Systems, Mack Turns to SGI for Cost-Effective, Remanufactured IRIX® OS Workstations to Be Used in Developing the Next Generation of Mack® Trucks

The Client

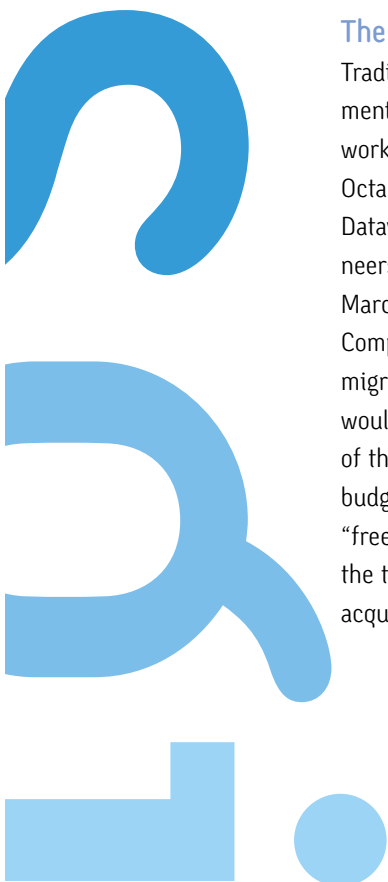
Mack Trucks, Inc. of Allentown, Pennsylvania, is a familiar brand to anyone who drives North America's highways. As one of the largest manufacturers of heavy-duty trucks and truck components, Mack has a proud heritage in the transportation industry and celebrated its 100-year anniversary in 2000. While the company's products and the familiar "bull dog" trademark have built a reputation on toughness, Mack is also keenly aware of the toughness of today's business environment and the need to innovate to stay ahead of the pack. Or, to put it as Mack does, "In the trucking business, there is little time for sentimental journeys."

The Situation

Traditionally, Mack's manufacturing design environment has relied on a mix of Compaq® Alpha™ and SGI® workstations, such as Silicon Graphics® Octane® and Octane2™ systems. All workstations were running Matra Datavision's Euclid® software suite for the 150 engineers designing next-generation trucks. However, in March 2002 Mack was facing the end of its lease on 60 Compaq Alpha workstations. Mack knew they had to migrate away from the "end-of-life" Alpha product and would need replacement workstations quickly. And all of this had to be accomplished in an environment of budgetary challenges related to a temporary purchasing "freeze" in effect since the major downturn in sales in the trucking industry as a whole and Mack's recent acquisition by Volvo Group of Sweden.

The SGI Solution

Responding to the customer's multiple requirements, SGI took advantage of team contributions from Remarketed Products Group (RPG), SGI Solutions Finance, Channels, and the direct sales force. Given the expiration of the Alpha lease and the budget constraints, it was clear that Mack would have limited financial resources to fulfill its technology requirements. Remarketed Products offered a solution using Silicon Graphics Octane2 systems that satisfied Mack's needs. In fact, Mack was so pleased with the price/performance of the remanufactured Octane2 workstations, the company decided to purchase 21 additional Octane2 systems rather than buy out the lease on some newer Compaq Alpha systems.





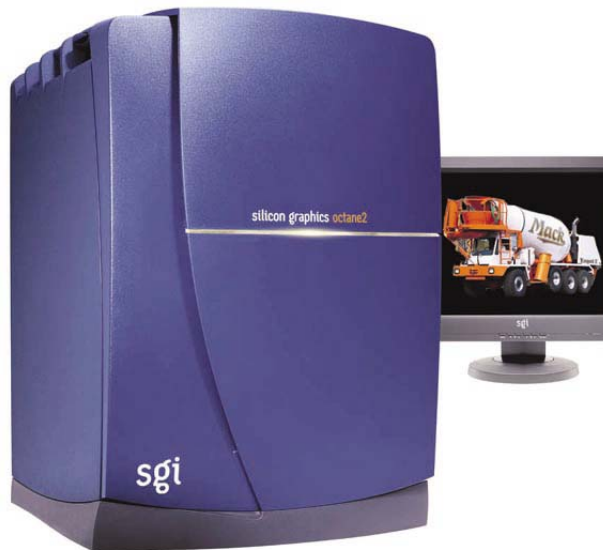
SGI Solutions Finance was engaged early in the process, allowing time to structure some creative financing options that helped keep Mack's monthly lease payment around that of its previous Alpha payment. This early involvement proved crucial for bringing the opportunity to closure by the end of the quarter.

The final challenge involved meeting a delivery schedule that coincided with the expiration of the Alpha lease. RPG worked tirelessly to prepare all 81 workstations for a March delivery. Mack, however, still required the ability to provide temporary storage and staging. It was at this point that SGI Channels and SMC Solutions, a local Solution Provider, offered to cover storage space and assistance for installing the workstations on-site at Mack. SMC has a long history with Mack and SGI.

The Result

All 81 Octane2 systems were shipped in time to make a smooth physical and financial transition from Alpha to the MIPS® processors and the IRIX operating system. Working closely with the customer, the SGI team resolved budget limitations and managed time constraints to deliver a creative solution that clearly impressed the customer.

To quote Joanne Heimbrook of Mack, "A lot of people put a lot of effort into making this all come together, and thanks to all their hard work, we have a solution that not only satisfies our current needs, but also allows us to move forward to new applications and new opportunities."



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