

Cargill - Case Study

looksoftware™

Critical issue

- ▶ Poor user perception and low acceptance of green screen applications
- ▶ Reduced productivity
- ▶ Need for web interface to in-house applications

Solution

- ▶ New intuitive user interface
- ▶ Integration with other applications
- ▶ Global web deployment

Results

- ▶ High level of acceptance by users
- ▶ Improved productivity
- ▶ Reduced costs
- ▶ Easy deployment to global network

Cargill Sugar modernizes iSeries applications the easy way

Background

Cargill is an international manufacturer, processor and distributor of agricultural, food, financial and industrial products and services, with 90,000 employees in 57 countries. The company provides customer solutions in supply chain management, food applications and health and nutrition.

The Cargill Sugar business unit, headquartered in Geneva, Switzerland employs 140 people across 16 countries. Cargill Sugar handles the origination, financing, freighting and marketing of raw and refined sugar, shipping over 6.5 million metric tonnes of sugar annually.

Challenge

Like other Cargill business units the Sugar group in Geneva has used Advantage 2E (formerly COOL:2E and Synon) from Computer Associates to rapidly develop iSeries (AS/400) applications to meet Cargill's specific requirements. The key business application consisting of 2000 programs, is also used by other Cargill Sugar locations and other Geneva-based Cargill businesses, such as grain trading and ocean transportation.

The system supports commodity and futures contracts and their underlying execution processes, risk exposure, invoicing, accounting and freight contracts and execution workflow applications.

The application has been extended over recent years with the development and integration of Lotus Domino-based workflow applications.

An internal review of these iSeries applications found the cost of redeveloping or customizing a new package solution was not justified, confirming the iSeries remained a viable platform if some key issues could be addressed. Business users familiar with

graphical interfaces perceived the iSeries 5250 applications as hard to use and obsolete. New users found the applications difficult to learn. The iSeries applications also needed to seamlessly integrate with web-based applications.

Solution

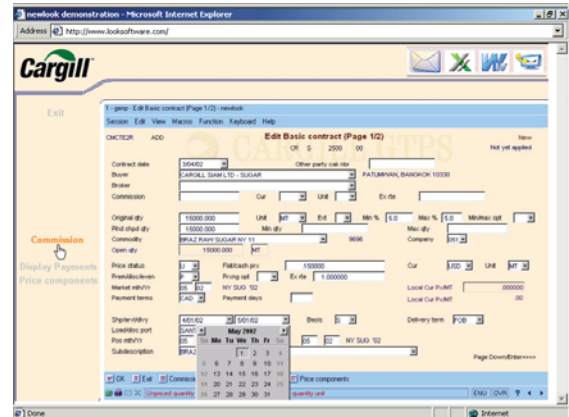
Cargill Sugar's IT Manager, David Tagliatela, began the search for modernization solutions and found **newlook**. "We downloaded the evaluation version and were impressed with the graphical interface generated as soon as the software was installed. Also of interest was **newlook's** web deployment support, which we needed for simplified deployment across our remote sites. We showed the **newlook** equivalent of our contract entry screen to an experienced user. He was really impressed and thought it was a new system!"

Cargill embarked on a **newlook** pilot, which included 15 users located in the Geneva and Minneapolis offices. "Although **newlook** allowed us to redesign only selected screens while leaving the bulk of them automatically recognized by its dynamic engine, we took the approach of redesigning all screens as there were a lot of opportunities to improve business user productivity. The concept is very easy to understand, and the interface is very intuitive. **looksoftware's** Australian based support and consulting team quickly resolved any issues we encountered."



Cargill

"Our iSeries applications which might have looked obsolete 3 years ago will now be enhanced to include a delivery order system and support for a distribution business. Egyptian based users will never see a green screen."



The team quickly mastered **newlook's** refacing tools and produced 700 screen designs in a month. Initially there was no requirement for many of **newlook's** more advanced features, so David's team did not even require training, however, **looksoftware** strongly recommends all customers attend the four day training course to ensure correct use of **newlook's** features.

Pilot users were asked to use the web-deployed **newlook** browser-based interface, instead of their traditional emulator. At the end of the one-month pilot, the decision to roll out the **newlook** solution was unanimous.

The CFO of Cargill International S.A. commented, *"This is fantastic! I fully support this project for all our iSeries users. I see significant productivity improvements that will make our iSeries applications welcomed by our users."*

Another productivity benefit is application integration. **newlook** allows iSeries applications to integrate easily with other desktop, network, server and web-based applications.

Intranet-based Domino applications are popular with iSeries customers but completely separate from typical iSeries applications.

David said, *"Our users commonly need to access Domino information from the iSeries application. It was painful for these users to have to repeatedly connect to our intranet open the Domino application and find the relevant document."*

Now, they simply click on a link provided on the newlook iSeries interface and it directly opens the corresponding document in the Domino application. Time saved!"

The ability to easily deploy the iSeries applications across the web to its global offices will reduce Cargill's costs. David said, *"Costs will reduce because there is no need to install anything on the PC or manage updates."*

Cargill has also decided to use **newlook** for it's Egyptian operation. David commented, *"Our iSeries applications which might have looked obsolete 3 years ago will now be enhanced to include a delivery order system and support for a distribution business."*

Egyptian based users will never see

a green screen."

David summarizes Cargill Sugar's experience to date as a *"relatively simple project, which has significantly changed people's acceptance of the iSeries and reduced our application deployment costs."*

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CFO of Cargill International S.A

Contact us to arrange a live webcast and see the difference a dynamic architecture can make to your productivity.

