DEL MONTE FOODS INTERNATIONAL LIMITED SAYS YES TO EFFICIENT PROCESS MANAGEMENT

Del Monte Foods International Limited is one of the most respected names in the food industry and a brand leader in the canned fruit and fruit juice market sectors. The company undertook an ambitious project to replace and migrate its legacy systems to Baan ERP and chose Redwood Software process automation tool, Chose Redwood RunMyJobs®, to manage its batch processing activity. With RunMyJobs in place, Del Monte Foods International Limited simplified its business-critical processing and significantly reduced system administration overheads.

The company has a reputation for quality that is known throughout the world. When they decided to migrate their IBM mainframe to Baan ERP running on IBM AS/400, a trouble-free transition was essential to ensure that operations were not affected. For this reason, the company turned to RunMyJobs to manage its complex, crossplatform business processes.

Tariq Malik, Computer Services Manager, explains: "The whole migration project involved many important factors such as our choice of platform, hardware and printing product. As the project progressed we also realized that we needed a comprehensive, flexible and robust process management product, similar to the one we were using on the mainframe."

Accurate, reliable processing was essential to the company. If a batch job relating to producing invoices for example is not completed during the night, the financial consequences could be significant. Malik continued: "Something like an invoice batch job could not wait until the morning if there were problems. Invoices must go out overnight and because of the time that it typically takes to run a batch, any problems would require immediate attention. As a result, we had a call out policy if a batch was halted at any phase to ensure that it was fixed the same evening."

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>
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HANDS-ON PROCESS MANAGEMENT

The company's previous solution on the mainframe ran hundreds of business critical batch jobs generating invoices, orders and sales figures every night. However, the product required the full time operational attention of four members of staff overnight.

"The previous scheduling product was an automated product but it required a lot of hands-on attention. It was very much a traditional 'green screen' product. It wasn't very intuitive and needed a member of staff who understood the product and workflow to pinpoint where individual jobs were sitting within the larger batch schedule. The replacement solution in our new environment had to be able to simplify the process so that

we could move towards a 'lights out' operation overnight, fully automate the process and reduce the number of operational staff," Malik explained.

The company's needs had also evolved after it deployed Baan ERP. Malik comments: "We weren't trying to improve or enhance the scheduling process with another product. Very simply, our requirements changed. With the Baan ERP application in place, we can now have end-users accessing the system 24x7, so you can't just shut it down at the end of the day like we used to with the old mainframe. We needed a product to meet our new requirements."

FINDING THE RIGHT SOLUTION

Three months before the Baan ERP project went live; the company began its search for a suitable product. Malik explains: "We were looking for a mature, stable product. We reviewed the batch processing software provided with the AS/400 platform and Baan ERP application but decided that they were not sufficient for our needs. We required more functionality than they provided so we started to look for an alternative."

The company's requirements were exacting. It not only needed a mature, tried-and-tested product, but it also required extreme flexibility. All the process management needed to take place across several platforms and a variety of different jobs needed to be run, including AS/400 native jobs, UNIX jobs, File Transfer Protocol processes and Intel jobs. It was also crucial that the solution fully integrated with the company's new Baan application.

Redwood Software and its established process automation tool was clearly the best available solution. "We chose RunMyJobs because of its extensive functionality and maturity. Its intuitive interface also meant user training would be kept to the minimum. It met our needs perfectly," says Malik.

Redwood consultants were on site before, during and after implementation, to ensure that everything ran smoothly. Malik explains: "We were up against very aggressive time scales. It wasn't a case of taking our time to read a manual and then giving it our best shot and implementing it. We needed the product up-and-running immediately with the minimum of fuss or user training required. The Redwood team and RunMyJobs helped us do this."

HANDS-OFF BUSINESS PROCESS MANAGEMENT

With RunMyJobs in place, Del Monte Foods International Limited's vital business processes, within manufacturing, sales and order processing and finance and logistics, are now efficiently and rapidly managed. A variety of complex Baan, Windows-based and AS/400 batch jobs are run overnight, while EDI and manufacturing batch jobs are run during the day. RunMyJobs integrated load balancing features ensure that these business-critical processes run automatically and error-free each and every time.

As a result of the new streamlined processing, the operations department can now be managed with just one member of staff. Malik explains: "There are no dedicated operational type

roles any more. Just one member of staff keeping an eye on the operational environment as part of his job responsibility. It is a minimal activity for him now as the RunMyJobs functionality allows us to alert operational and technical staff automatically via SMS if a batch job fails. As a result, we have also managed to achieve our 'lights out' objective."

The company's future use of RunMyJobs is certain. Malik concludes: "RunMyJobs was the only product on the market able to meet our specific requirements. It is an incredibly easy, intuitive product to use and work with and its integration with our business-critical Baan application is fantastic. We are confident that it will continue to help us manage our businesscritical processes well into the future."