

America's Leading Packaged Food Company

Project: Logility Application Support & Upgrade

About the Customer

The customer is a top food producer in US offering packaged and frozen foods. It is also one of country's largest foodservice suppliers and offers shelf-stable foods, seafood, and dairy products. The company has over 38,000 employees and is USD 11.57 billion in revenue.

Background & Business Drivers

The customer had implemented Logility for managing supply chain planning activities in its Grocery and Dairy divisions. Logility was responsible for generating various reports in the Demand Planning, Manufacturing Planning, Inventory Planning and Supply Planning areas providing real time information on the state of demand and supply at any time. The system accessed the supply chain data in file format from an integrated source in the SAP system to generate these reports. The company was planning to extend this application to other divisions as well going forward.

The application was extremely critical to customer's business since it provided them information on the safety stock position and its round-the clock availability as well as provided users with forecasts for the next 53 weeks. This helped the business to take forward looking decisions with confidence.

The customer decided to outsource the support and maintenance of this business critical application and chose InterralT as its delivery partner. The prime reason for outsourcing the application was to lower the maintenance costs attached to the support of Logility. The Customer also lacked in-house expertise in Logility and was hit hard by high attrition rate. Supporting the application on a 24x7 support model was extremely challenging for the company.

InterralT's Value Proposition

InterralT brought in the expertise and experience necessary to overcome the challenges faced by The Customer. The company's 24x7 model clubbed with the dual-shore delivery proposition fitted very well with the high availability and support cost reduction objectives of The Customer. InterralT's ability to ramp up the team with Logility experts and prior experience in supporting supply chain applications also added value to the project.

Scope of services & Solution

The scope of project included support & enhancement of the existing Logility application, migration of the Scheduler which fed data into Logility system and upgrade of Logility from version 5.3 to 6.5 along with Server OS and database

Business Challenges

As with any legacy support, Logility support also posed many challenges, the major ones included

- There was insufficient existing documentation on the application and lack of availability of the previous support team was continually hampering the transition process.
- Delivery schedules were extremely tight considering the business impact of the application. Ad hoc troubleshooting was often required within demanding timeframes
- InterallT Team handled migration of tools and servers without any prior experience.

Technologies

- Platform - Windows NT, Windows 2003 Server
- Application / Product – Logility
- Application & web Server – IIS
- Database – Oracle 7.0 & 8.0
- Others Tools & Technologies - Visual Studio 6.0, VB, Unicenter, Opalis, Control M