

Tackling IT & IBM i Backlog with Fractional Services

FRESCHÉ SOLUTIONS



Your Speakers Today



Ambrose Marton
EVP, Consulting Services



Doug Artis
Manager, Consulting Services

Housekeeping



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Today's Agenda

Current staffing challenges in the market

Supporting IBM i (AS/400)

A look at "fractional" resourcing

Real customer IT staffing examples

Q&A and next steps

Rightsizing Your IT Team
with Application Support/Help Desk Services

IBM i (AS/400, iSeries) Staffing Challenges



TOP CHALLENGES



Staffing Challenge 1: Retiring Staff

\$700 Million US-based grocery chain with over 500 users had one RPG P/A (who has been there 32 years) to manage critical business applications. Recently he announced plans to retire, within the next 3 months.

He estimated at least 1-2 years for someone new to understand and document the application.

He also manually runs day-end, month-end, quarter-end, and year-end, along with some other processes.



Staffing Challenge 1: Retiring Staff

What Would You Do?



Staffing Challenge 2: Modern Interface

Established Sporting Goods Apparel supplier Business is run on an IBM i with a home-grown RPGII/S36 ERP system.

Has an outsourced website created with Shopify to sell to the public.

Needed to be able to exchange real-time inventory data to the website through web-service built by the Shopify team.

Current IT staff (1 P/A) did not possess the skills necessary to create the interface to the external web service.



Staffing Challenge 2: Modern Interface

What Would You Do?



Staffing Challenge 3: New Project

Large biotech company needed to automate warehouse ops to improve efficiency.

Heavily invested in highly modified PRMS ERP package.

Lots of paper/handwritten notes in warehouse to be rekeyed (mis-keyed?).

Wanted to be able to use handheld devices and scanners to perform warehouse operations.

No barcoding of documents or locations
IT staff of two developers not familiar with handheld/scanners.



Staffing Challenge 3: New Project

What Would You Do?



Staffing Challenge 4: Migrating to New System

Medium size manufacturing and distribution company, with over 250 users, is converting over to NetSuite in the next 12-18 months.

Current IT staff of 2 will be 90% allocated to migrating to new system.

Daily support still needed.



Staffing Challenge 4: Migrating to New System

What Would You Do?



Staffing Challenge 5: Staff Resigned

Small distribution company, with over 200 users. Heavily customized Infor XA/MAPICS with no documentation.

Current IT staff of 1 (who had been there 27 years) had falling out with new CFO.

Gave 2-week notice.



Staffing Challenge 5: Staff Resigned

What Would You Do?

Fresche Services and Staff to Support Your Needs

- Services offered – Flexible staffing models to support all of your needs
 - A few hours per week
 - Support for a stable system
 - A few days per week
 - Support for day-to-day requests for mostly stable system
 - Small enhancements
 - Full-time for weeks
 - A specific project or to help catch up with backlog
 - Full-time on-going
 - Support all IBM i support/enhancements/projects
 - Anything else you may need

Fresche Client Engagements

- On one end....
 - Part-time single consultant
 - A few hours per day or week
 - As needed – need to agree upon expectations
 - Scheduled same days per week
- On the other end....
 - Multiple consultants full-time
 - 7 x 24 support of all IBM i activities
 - Help Desk support
 - Small enhancements
 - Projects
- And everything in between

Poll Question: What activities currently sit in your IT/IBM i backlog?

A Day in the Life

On the IBM i platform for over 30 years.

Currently managing/supporting several clients at different levels.

Roots are IBM i but also providing Microsoft .Net development.

Currently assisting with staff augmentation and a Windows/ Web application integration project for a large, Chicago-based manufacturer.

Also performing application support/ helpdesk services.

Typical week consists of supporting 2 – 4 clients.

Missing Skills

- Mainstream ERP Package Support or Custom/“Homegrown” Software
 - General analysis, design, and programming
- System Conversion/Integration
- New Technology Development
 - RPG Programming, .NET, PHP, etc.
- Third-Party Technologies
- Integrations with other systems
 - SAP, NetSuite, Dynamics, Shopify, etc.
 - Web services, SFTP, etc.
- EDI/Warehousing/Shipping/Forms/Labels (any add-ons to ERP)



Lack of Market Skills/Experience 3rd Party Packages

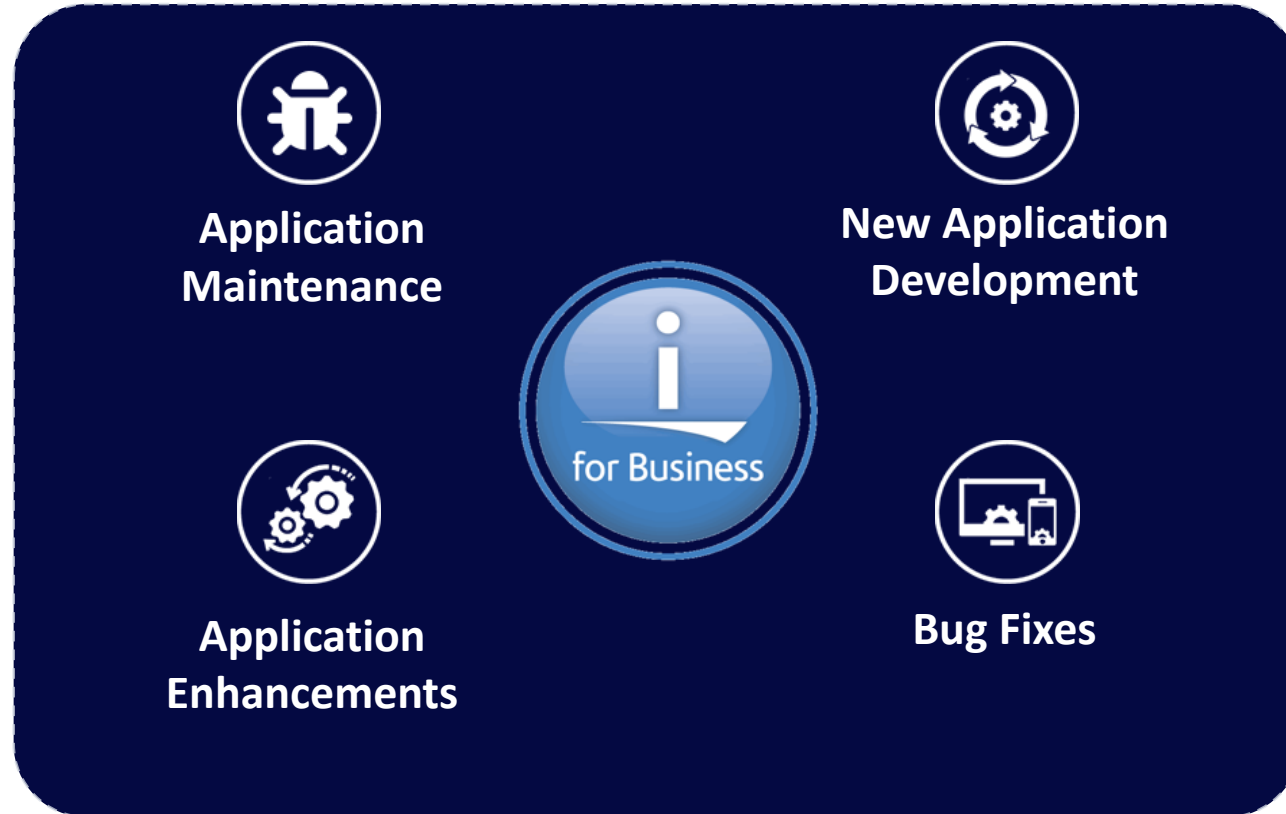
- IBM i (AS/400) ERP Systems
- PRMS
- INFOR XA/MAPICS
- INFOR LX/BPCS
- FRIEDMAN FRONTIER/HFA
- INFINIUM
- JDE
- Any 3rd Party ERP that runs on IBM i
- Custom IBM i (AS/400) ERP systems



Lack of Market Skills/Experience 3rd Party Packages

- **EDI (Setup, mapping, and integrations to ERP systems):** GXS EDI TRUSTEDLINK, GENTRAN EDI, EXTOL EDI
- **Warehouse Management:** Warehouse Boss, Logistics Pro, PkMS, General Warehouse automation
- **Shipping:** Varsity Logistics, AR Traffic, others
- **Printing:** TL Ashford, Formsprint, others
- **IT:** Turnover, Aldon CMS, Midrange Dynamics, Remain, X-Analysis, Hawkeye, Probe/Abstract

Fresche Services & Staff to Support Your Needs



- Expert IBM i resources
- Quick access to scalable capacity
- Integrate into your team
- Proven people, tools and processes
- Flexible services delivery models

Consultants' Focus

- All have 25+ years of experience on IBM i/AS400/iSeries
- Technically strong
 - All versions of RPG/CL
- Full SDLC life cycle (or not)
 - Requirements, design, coding, testing, documentation, support
- Can communicate with all levels in a company
- Understand business and applications
 - Many have experience with multiple ERP packages
 - Many have experience with EDI, Warehouse management, and other add-ons to ERP systems

Success Story: Large Orthopaedics Company

- Fortune 100 company with 1000+ users on heavily modified package(PRMS). SOX, compliance, and FDA.
- Previous consulting firm had 6 FTEs for help desk/ERP support plus 1 FTE for EDI with 1 company IT resource
- We replaced 6 FTEs with 2.5 FTEs
 - Made improvements/fixes to reduce help desk tickets/support
- One year later took over EDI and user authority with an addition .5 FTE
- Later, interfaced current ERP to SAP for phased conversion to SAP

Success Story: Small/Medium Manufacturer/Distributor



- Privately held company. Less than 100 users. Heavily modified BPCS/LX and heavy dependence on EDI.
- Internal staff of 2 for support. 1 left so brought us in.
- We automated daily, monthly, yearly, and other processes so system ran without IT involvement
 - Report via email(Excel) vs printing, user control of applications
- 1 internal staff now supports system
 - Mostly small changes and ad hoc questions
- We get called for new projects periodically

Success Story: Medium Medical Manufacturer

- Company had purchased 3rd party software
- Relying on the vendor to integrate it to the IBM i
- Vendor was unable to get it working.
- After spending a large amount of time, the CEO said, “get someone else!”
- Talked to us at a conference and we were working with them the following week and got it integrated.
- Since then, supplying 1 FTE and 1-2 fractional resources
- Now providing only IT support while they migrate to another package.

Success Story: Small / Medium Fuel Delivery Company

- Company has 1 IT person.
- Needed to exchange data with their IBM i and 2 different 3rd parties to create routes and capture fueling activities
- Data originated on IBM i and was sent to another company that optimized the routes for the drivers.
- That data was then sent back and then sent to drivers' devices
- Trucks return gallons used and other GPS related information to another 3rd party
- We created applications to exchange data with all 3 different platforms and stored it in SQL Server for analysis / billing.
- Data is then used to do invoicing in IBM i system.



Poll Question: How many hours a week could you use a resource?



Staffing Challenge 1: Retiring Staff

We brought in one full-time staff for 2 months
Spent time with person retiring to get familiar with applications and responsibilities.

Automated day-end, month-end, quarter-end, and year-end, along with some other processes.

After he retired, we get periodic calls for support and projects
We "worked" our way out of "work".



Staffing Challenge 2: Modern Interface

We brought in one part-time staff (2-3 days per week) for about 6 weeks.

We spent time with AS/400 and Shopify persons to design interface. We developed, tested, and implemented interface.

We trained AS/400 P/A on what we did. We get periodic questions.



Staffing Challenge 3: New Project

We brought in two full-time staff for 3 months. Started off with 1 part-time to work with business to design system

Once design approved, part-time person went to full-time and onboarded additional full-time staff. We developed, tested, did user training, and implemented bar coding and scanning in warehouse.

After development, we reduced staff to 1 part-time to support any user testing questions/issues and had same staff of 1 month of post-implementation support. Zero staff after that as current staff was trained to support.



Staffing Challenge 4: Migrating to New System

We brought in one full-time staff for 2 weeks to spend time with existing client staff to learn system and understand helpdesk.

After 2 weeks our person spent 20-24 hours per week supporting help desk with the remainder of the time helping with conversions to new NetSuite system.

Three months prior to NetSuite cutover, we reduce staff time to 2 days per week for mostly help desk support.



Staffing Challenge 5: Staff Resigned

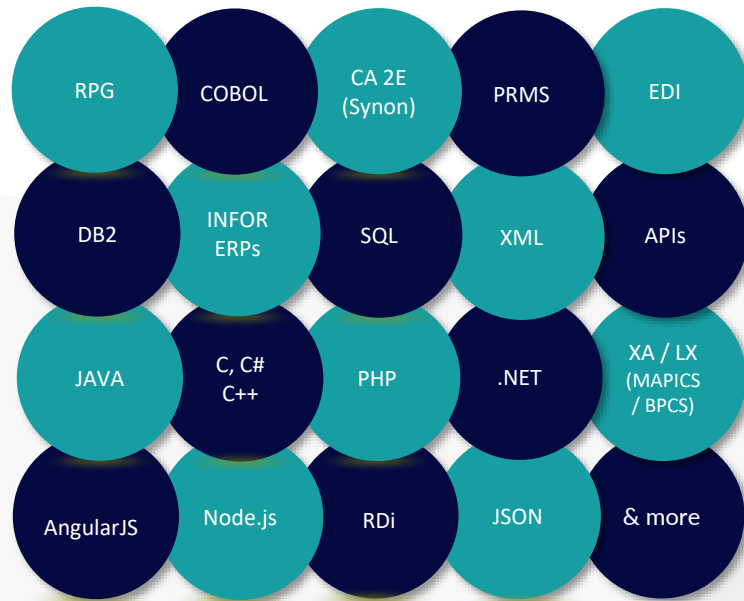
We brought in one full-time staff. We handled daily issues right away - helpdesk tickets, system messages, etc.

We reviewed system and high-level documentation for system overview - libraries, prod. vs test, key process (nightly, month-end, etc.)

We provided suggestions for automation in some areas. Today, supporting them two days per week, on call for emergencies.

Staffing and Application Support & Development Services

Address IBM i (AS/400) staffing needs and reduce IT backlog with skilled experts.



*Expertise to help drive innovation
& critical IT projects forward*

BUSINESS VALUE:



Replace Retiring Staff



Get More Done



Reduce IT Backlog

Flexible Fractional Application Service Offerings



Application Support

Application Maintenance



Staff Augmentation

Resource(s) on Demand



Project-based Services

Web and Database



Managed App Services

Outsource Your IT

Fractional or Full-time Resources



Who is FRESCHE SOLUTIONS



2500+

GLOBAL CLIENTS ACROSS
ALL INDUSTRIES



1000+

IT STRATEGY & ROADMAPS
DEVELOPED



250+

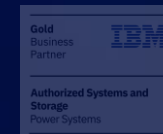
MANAGED SERVICES CLIENTS
ENGAGED



50+

FORTUNE 500 CLIENTS
SERVED

400+ Employees | 9 Global Offices | Top Employer 8 consecutive years



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IT & IBM i experts providing solutions to design, develop, modernize, transform & secure business-critical systems and deliver results!



IT & Technology Advisory

Establish a forward-thinking IT strategy and IBM i modernization roadmap aligned with business direction.



Modernization

Improve business process with application and DB conversion to modern languages and architectures, new development, integration, APIs and digital enablement.



Cloud

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Data

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Managed Services

Manage, optimize, and evolve IT with full-stack and IBM i experts to support your critical IBM i applications, ERP systems & infrastructure.



Next Steps...



Need a resource? Have a project? Let's talk



Fill out the exit survey or send us your questions via email at info@freschesolutions.com

Questions?

Ambrose.Marton@FrescheSolutions.com

Doug.Artis@FrescheSolutions.com

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