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ABOUT THE COMPANY.

Del Monte Foods is one of the country's largest and most well known producers, distributors and marketers of premium quality, branded food and pet products for the U.S. retail market, generating more than \$3.4 billion in net sales in fiscal 2007. With a powerful portfolio of brands including Del Monte®, StarKist®, S&W®, Contadina®, College Inn®, Meow Mix®, Kibbles 'n Bits®, 9Lives®, Milk-Bone®, Pup-Peroni®, Meaty Bone®, Sausages® and Pounce®, Del Monte products are found in nine out of ten U.S. households. The company also produces, distributes and markets private label food and pet products. For more information on Del Monte Foods Company (NYSE:DLM) visit the company's website at www.delmonte.com.

DEL MONTE FOODS

SETTING THE STRATEGY.

With multiple manufacturing and distribution facilities and a constantly changing product line, maintaining high order fulfillment and customer services standards is a key area of focus for Del Monte Foods. Although the company's core enterprise resource planning solution was serving the company well, the IT leadership at Del Monte Foods recognized a need for improved operational business intelligence.

According to Andy Wojewodka, Director of Business Systems and Decision Support, Del Monte Foods, the established processes for alerting employees to existing or potential order fulfillment problems needed to be improved. "We had people manhandling the information in our existing ERP system, trying to find if there were problems in their area of responsibility," he says.

"And once they uncovered a problem, they had to go to other screens to find out what action they should take."

To eliminate this inefficiency, Del Monte Foods began a search for an event management solution. The solution would have to do more than just alert employees to existing or impending problems. Del Monte Foods wanted a higher-level solution that also would efficiently provide employees with the information they need to correct a problem or prevent it from occurring.

Wojewodka says Del Monte Foods also wanted a solution with the capability to provide employees with only information that was relevant to their specific responsibilities. "We knew we needed to provide employees with information that was as current as possible," he says.

"But we also knew that there was a major risk of defeating our purposes by burdening employees with too much information. For example, our customer service reps only need to focus on their customers so it was in our best interest and theirs to find a solution that didn't distract them with extraneous information about other issues."

GET BUSINESS SPECIFIC.

Del Monte Foods identified Infor[®] Event Management as the ideal solution because it had functionality to go beyond just alerting users to problems. "We've had a longstanding, positive relationship with Infor so it was a logical progression for us to consider Infor Event Management," Wojewodka says, noting that the company's core enterprise resource planning platform is Infor ERP BPCS.

Del Monte was attracted to Infor Event Management, in part, because the solution contains hyperlinks that make it possible for users who identify a problem to go directly from a notification screen to another screen that can help address the problem.

To make sure the solution would support the business as well as they anticipated, Del Monte Foods conducted a proof of concept. "We picked an area that would tax the solution and provide real business value," he says. The proof of concept was extremely successful.

"The solution was not only helping our users find a needle in the haystack, but also giving them the right information they needed to respond to issues as they surfaced," he says. "As a real-life example, Infor Event Management has the capability to help us evaluate the order pull for a specific product, on a specific day, determine which distribution center should be responsible for fulfilling the order, and whether there is sufficient inventory. For situations where there is a shortage of the right product, the solution provides users with information about incoming re-supply and, if that is going to be inadequate, the steps they should take."

Customer facts

- ▶ *Company*—Del Monte Foods
- ▶ *Solution*—Infor SCM
- ▶ *Product*—Event Management
- ▶ *Industry*—Food and Beverage
- ▶ *Revenue*—US \$3.4 Billion
- ▶ *Country*—USA

SEEING RESULTS.

Following the successful proof of concept, Del Monte Foods implemented Infor Event Management on top of the company's Infor ERP BPCS solution. "We link the Infor Event Management solution to mini-web apps that tie directly into our Infor ERP solution, where all the attributes are stored.

"The implementation was surprisingly fast," Wojewodka says. "It was just four days from the time the Infor team came on-site to when we had an operational system we could use. This was possible due to a true partnership between our team and Infor throughout the complete implementation and development life cycle."

According to Wojewodka, the solution quickly became a self-sustaining part of the Del Monte Foods IT infrastructure. "We are very pleased with the performance of Infor Event Management," he says. "Like our Infor ERP BPCS solution, Infor Event Management is a real workhorse that gets the job done without any problems. I can't think of the last time we had to reach out to Infor for help."

Since deploying Infor Event Management, Del Monte Foods has achieved a number of productivity gains. Wojewodka attributes this success to the combination of advanced functionality, user-friendliness, and architecture that can be directly applied in solving business challenges. "We were pleasantly surprised by how well it was received by users," he says. "Infor Event Management is very intuitive so it didn't take much for people to understand the solution and get accustomed to using it."



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“Once employees start using Infor Event Management, they see the value and suggest ways we can leverage the solution in other parts of the business,” he says. “To me, when users come to us and ask to have a solution deployed in a new area, that’s proof of its value to the business.”

DOING BUSINESS BETTER.

Del Monte Foods has plans to capitalize on the demand from employees for expanding the use of Infor Event Management. “I can see business activity monitoring being of value to many other areas of our operations,” Wojewodka says. “It’s as basic as informing someone of an event that would have a negative impact on a given process and then supplying the information in a meaningful form so they can take preventative action.”

He envisions using Infor Event Management in conjunction with Del Monte Foods’ customer relationship management solution, with the point-of-sale solutions used by its partners, and other critical processes. “For all our business activity and monitoring and control, our solution is Infor Event Management,” Wojewodka says.

THERE IS A BETTER WAY.

At Infor, we work with a core belief. We believe in the customer. We believe that the customer is seeking a better, more collaborative relationship with its business software provider. And a new breed of business software: created for evolution, not revolution. Software that’s simple to buy, easy to deploy and convenient to manage. Our 70,000 customers in more than 100 countries stand with us. We look forward to your sharing in the results of our belief. There is a better way. For additional information, visit www.infor.com.

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The Infor logo consists of the word "INFOR" in a bold, sans-serif font. The letters "I", "N", "F", and "O" are black, while the letter "R" is red. A small trademark symbol (TM) is located to the upper right of the "R".