

Review

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20 Years of Agility for LANSA Customers

Exploit Technology
runs worry-free ERP
on System i

MCS extends MAPICS
with Web and wireless

Safety crucial for **CGA**
when choosing LANSA

Brewers Distributor
achieves rapid ROI in
its warehouse

BAS Insurance gives
travelers the all clear
with LANSA

Also in this issue:

Enns Bros streamlines with PFW's IntelliDealer

Eagle replaces card-based dispatch board with LANSA

LANSA Composer: code-free Business Process Integration



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THE LANSA REVIEW

Issue 34: September 2007

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In This Issue

Welcome to LANSA Review Issue 34.

In April 2007, LANSA announced its participation in the IBM SOA Specialty program after successfully completing IBM's rigorous SOA technical and business requirements testing. LANSA Integrator now supports the IBM SOA Foundation, a single, integrated platform that combines the industry's top application server and integration capabilities.

In May 2007, LANSA announced the release of LANSA Data Sync Direct V6, an enhanced version of our widely used data synchronization product. LANSA was also the first 1SYNC solution partner to gain certification for the new 1SYNC data pool platform for both recipient and source data users.

Later this year, LANSA will celebrate 20 years of helping companies achieve the corporate agility needed for business success. In this issue, we showcase how LANSA customers in the Americas have maintained their business success over the years with LANSA.

Exploit Technology Co. is Taiwan's leading manufacturer of LCD backlight module diffusion and reflector sheets. Exploit Technology sells its products to backlight module manufacturers around the world. Exploit Technology replaced its outdated IT infrastructure with an IBM System i520 server running the ARTS ERP system from LANSA Partner Innatech Co. Ltd.

Material Sciences Corporation in the USA is a world-class supplier of engineered material solutions to automotive, appliance, electronics and telecommunication manufacturers worldwide. MSC uses LANSA EDI Direct for EDI and extended MAPICS with Web access for customers and outside processors, a wireless shipping release system and other enhancements.

Compagnie Générale d'Affacturage (CGA) is a major player in the French factoring market. CGA has used LANSA for 5250 and Web development since 2002. CGA now uses LANSA Integrator for integration projects with the French central bank.

Brewers Distributor Ltd (BDL) is Western Canada's leading distribution and container return service for the



EDITORS NOTE
by David Mills

brewing industry. After successfully extending its JD Edwards system with LANSA Web self-service and M2M integration for wholesale customers, BDL used Visual LANSA and LANSA Integrator as part of a dispatch and Warehouse Automation System and is saving nearly \$500,000 per year.

BAS Insurance Services Limited (BIS) in the U.K. offers specialist insurance, marketing and administrative services. BIS used LANSA to take their market-leading AllClear Travel insurance product to the Web and to develop and run branded travel insurance sites for a growing number of well-known insurance companies.

Enns Brothers in Canada has been selling and servicing John Deere equipment for over 50 years. Enns Bros used IntelliDealer and eServices, an integrated solution for heavy equipment dealerships from LANSA partner PFW Systems Corporation. Enns Bros streamlined its business and improved service by giving technicians, supervisors and customers access to real-time work order and detailed equipment information.

Eagle Systems, Inc. (ESI) in the USA is a leader in intermodal transportation with locations throughout the USA and Canada and operations in virtually all states. Using the Visual LANSA Framework, ESI built a dispatch system that integrates with its core Synon 2E logistics system. LANSA Integrator is used to exchange dispatch information via SMS with drivers and send real-time EDI status updates to customers.

This issue's Architect Corner gives a preview of the capabilities of LANSA Composer, a new LANSA Product that simplifies Business Process Integration with a highly graphic environment for non-programmers.

Until next issue,
David Mills.

LANSA First to Upgrade Data Synchronization Software

1SYNC Certifies LANSAs Data Sync Direct Version 6

In May 2007, LANSAs announced the release of LANSAs Data Sync Direct V6 and its certification by 1SYNC for recipient user migration to the latest version of the 1Sync data pool. This new version of LANSAs widely used data synchronization product facilitates migration by suppliers, distributors and retailers to the new 1SYNC data pool platform.

1SYNC, a subsidiary of GS1 USTM, introduced the new platform to help participants maximize the value of data synchronization. The certification, the first for a 1SYNC Solution Partner, recognized that LANSAs Data Sync Direct met the requirements for migrating recipient users to 1SYNC Data Recipient XML Release 6.1.1 – providing support for demand-side customers to migrate to the new version. In the following months, LANSAs successfully migrated its first recipient customers to the new release and worked on gaining Data Source certification to support the migration of supply-side customers to the new 1SYNC platform.

In July, LANSAs became the first Solution Partner to successfully complete certification for 1SYNC Data Source XML Release 6.2 and LANSAs looks forward to working with 1SYNC to migrate its LANSAs Data Sync Direct customers to the new platform.

Features of the New Release

LANSAs Data Sync Direct V6 includes support for the new 1SYNC messaging and data content resulting from the 1SYNC platform change. As it is the first to obtain certification, LANSAs has provided its customers with a head start on this conversion.

In addition to the 1SYNC platform change support, the new release provides for the dynamic definition and storage of item attributes, which make it easier for customers to define, add and maintain industry or partner specific attributes. Another important new feature allows users to save a specified number of historical versions of attributes as they change over time, thus showing the impact of publication/attribute changes.

LANSAs Data Sync Direct's newer architecture also more easily facilitates the processing of item data received by means other than GDSN in a manner consistent with how GDSN publications are handled.

Jeff Holzman, director of solution product sales at LANSAs Americas, said, "LANSAs has been working closely with 1SYNC and key

customers to understand the latter's needs. In addition to the new 1SYNC platform support, LANSAs Data Sync Direct V6 now supports full Master Data Management (MDM) and Product Information Management (PIM) capabilities."

"LANSAs's customers and business partners have told us that many existing PIM and MDM solutions have proven to be difficult and expensive to implement. Therefore we feel there is a strong need for a quality, affordable solution that supports GDSN/1SYNC and other critical data sources. Our goal in this market is to provide superb software that can be implemented in production within reasonable time frames and costs."

About LANSAs Data Sync Direct

LANSAs Data Sync Direct is an award winning solution that allows manufacturers, distributors, wholesalers and retailers to link product data between their systems and a certified data pool within the Global Data Synchronization Network. LANSAs Data Sync Direct is a turnkey solution that is installed on your server of choice and integrates with your master catalogue or Item-of-Record database (typically found within ERP systems).

For companies with only a handful of GTINs, or large companies initially wishing to deploy only a small number of GTINs, there is also a hosted option. LANSAs Data Sync Direct also supports essential PIM functionality to provide a single source for the management of product data across your organization.

LANSAs is a certified 1SYNC Solution Partner and a member of other relevant GDS programs in the Americas. LANSAs is also an Alliance Member of the GS1 UK Solution Provider Program and a GS1 Partner in France and The Netherlands. For more information visit: www.lansa.com/gdsn

About 1SYNC

1SYNC was established from the consolidation of Transora and UCCnet in August 2005. The strengths of both organizations have been combined to offer a cost-effective Data Pool with solutions and services that support user needs and make implementation easier. 1SYNC operates as a not-for-profit subsidiary of GS1 USTM to help the industry maximize the value of data synchronization. 1SYNC operates in the United States, Europe, Mexico and South America and represents subscribers from leading retailers and manufacturers. For more information visit: www.1sync.org

LANSA accepted into the IBM SOA Specialty program

In April 2007, LANSAs announced its participation in the IBM SOA Specialty program after successfully completing IBM's rigorous SOA technical and business requirements testing. LANSAs Integrator supports the IBM SOA Foundation, a single, integrated platform that combines the industry's top application server and integration capabilities.

"SOA is an increasingly important business requirement for organizations because of the business flexibility it enables," said Sandy Carter, vice president, SOA and WebSphere, IBM Software Group. "LANSAs's commitment to SOA provides their customers with a powerful way to align their IT infrastructures with real business issues."

LANSAs Integrator provides a framework that allows easy integration between Java programs and business applications using LANSAs's Java Service Manager and a range of shipped Java services. Included among the shipped services are the SOAP Agent and SOAP Server services used to implement Web services. SOAP is an XML-based protocol for exchanging information over HTTP. Using these services, organizations can enter the world of Web services with relative ease. LANSAs Integrator offers a wizard-based approach to Web service development and hides the complexities of the protocols to present a simplified interface to developers. LANSAs Integrator facilitates the mapping of XML data and automatically generates the supporting Java and XML objects.

"LANSAs is pleased to have been accepted by IBM into this exclusive program for promoting SOA standards and usage," said John Siniscal, president of LANSAs Americas. "Many IBM customers are looking at how SOA solutions can improve their business agility by extending their legacy systems to new users and access paths. SOA technology may potentially have the same impact on companies that the Internet did a decade earlier."

Ready for

IBM | **SOA**

Specialty

Exploit Technology runs worry-free ERP on System i

Exploit Technology Co. Ltd, Taiwan's leading manufacturer of LCD backlight module diffusion and reflector sheets as well as hybrid optical films, sells its products to backlight module manufacturers around the world. To meet its growth and revenue targets, Exploit Technology replaced its outdated IT infrastructure with an IBM System i 520 server running the ARTS ERP system from LANSA Partner, Innatech Co. Ltd.

Innatech's Visual LANSA-based ERP software was selected after an extensive evaluation and the company also stood out for its ability to meet Exploit Technology's tight implementation schedule, with experts skilled in IT technology and relevant industry experience. The system was implemented in only eight months and as well as streamlining daily operations, its accuracy, scalability and integrated modules have paved the way for public listing initiatives for this rapidly expanding company.

The Challenge of Rapid Growth

LCD backlight module diffusion and reflector sheets are key components in a wide range of modern electronics products, including laptop computers, monitors, TVs, cell phones, digital cameras, PDAs and lighting devices. In the past, Taiwan-based manufacturers were limited to the cutting of diffusion sheets imported from Japan and Korea. Since Exploit Technology started its operations in 2002, Taiwan now provides a more complete and competitive service.

Initially, Exploit Technology had only one factory in Luju, Taoyuan County in northwest Taiwan. The company's manufacturing base soon expanded to another two plants in Nankeng, Taoyuan, with three assembly lines producing a total of around 3.6 million

15-inch panels per month. Along with a branch office in Tainan for clients in southern Taiwan, another plant was recently launched in Tashi, Taoyuan, along with opto-electronics plants in Suzhou and Ningbo in China.

In the early stages, Exploit Technology refrained from a large investment in its ERP system. "At the beginning, we ran a suite of ERP solutions with production and sales modules for financial management," said **Michael (Bao-chung) Lin**, vice general manager at Exploit Technology.

"The suite's functions and capabilities were rather limited and lacked integration. The individual components ran independently, as if they belonged to two different systems."

"When our company's growth picked up momentum, the ERP system not only



could not provide the support we needed for business expansion, it also became one of our challenges in operations."

"The system was implemented in only eight months."

There were three major problems with Exploit Technology's original IT system. The first was its inability to meet business growth as the lack of adequate reports from the system forced users to keep track of data in Excel or Word documents. This caused delays and the uncoordinated process also led to problems as serious as negative inventory balances. Inconsistencies in information held in various places made it even harder for the company to pinpoint where the mistake came from.

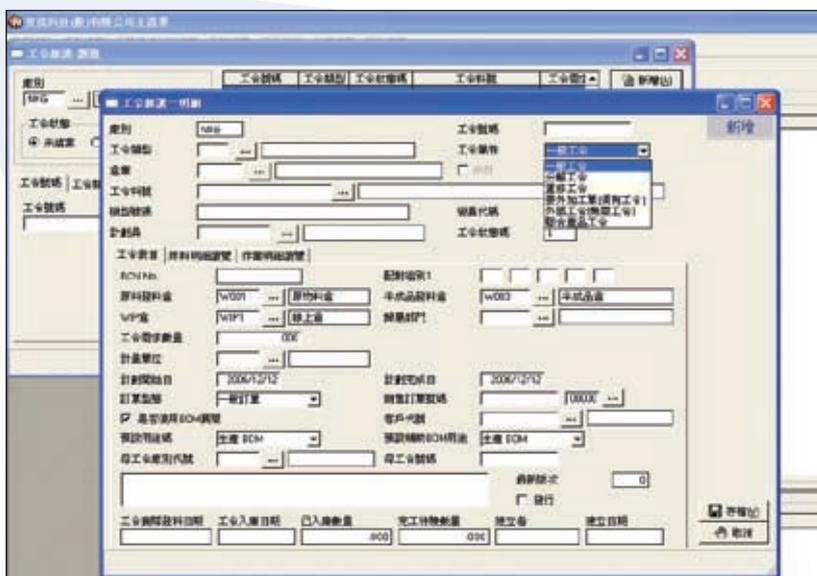
Secondly, frequent system errors and sluggish performance put end of financial period reporting several months behind schedule. The branch office in southern Taiwan had to mail all the documents to the home office for data entry and consolidation, which not only required twice the staff but also generated potential security problems.

And finally, the front-end production, selling and inventory system were not integrated with the back-end financial systems. The financial department had to re-key all the financial data provided by the front-end staff which was labor-intensive and lacked adequate quality control. Costs were also calculated manually in Excel, which was time-consuming and a further strain on the staff.

According to Lin, negative inventory was the most unacceptable problem. "Our shareholders might accept a negative revenue balance in the beginning, but they needed to know where we were losing money," said Lin.

"There had to be a clear and accurate balance sheet. When we saw the reports from the old system, we couldn't even convince ourselves they were accurate."

Knowing business was about to take off, continuing with the old ERP system was bound to bring forth even more challenges. Exploit Technology's management decided to implement a new ERP system and undertook the mission focused on consolidating internal processes and enhanced operational efficiency. The new system was also crucial to pave the way for future public listing of the company. →



Innatech Co. Ltd, the 2004 LANSA Asia Pacific Partner of the Year, provides cross-industry IT services and eBusiness solutions including the Visual LANSA-based ARTS ERP.

Ready to Kick Off

The project had an extremely tight deadline of only eight months from the kick-off meeting to the system launch date.

The company received briefings from five ERP solution providers and consulted with other companies in the electronics industry with similar IT experiences, before choosing IBM System i and Innatech's Visual LANSA-based ARTS ERP solution.

"We did not select Innatech's offering for the price, it was by no means the cheapest package we reviewed. What we needed was a vendor that could meet the demanding project schedule, while at the same time having comprehensive implementation experience," said **Martin (Chung-nan) Shih**, financial department manager at Exploit Technology.

Exploit Technology also has confidence in IBM System i – the server underlying the ERP system – its stability provides the low-maintenance and worry-free application environment that Exploit Technology sought.

IBM System i provides a highly secure infrastructure that frees the management team from the concerns of potential information leaks and IT administrators from the hassles of countering virus attacks.

"When we found out from the client that, along with their tight project implementation requirements, its IT infrastructure needed to be both secure and highly scalable to support future business expansion plans, we knew instantly that IBM System i would be the best option," said **Jennifer (Jingyuan) Lin**, sales manager of Innatech.

"Exploit Technology was pleased to know that the ARTS ERP solution would run on IBM System i, and they were very happy with the results after the system went live."

Focusing on Core Business Values

"Is there a cheaper package or server?" is one of the questions companies usually ask when offered a solution with IBM System i as the underlying infrastructure. Such was not the case with Exploit Technology.

"Our goal was clear," explained **Kevin (Yong-da) Chen**, planning department engineer at Exploit Technology. "We wanted to complete



As a leader in backlight technology in Taiwan, Exploit Technology plays an important role in the electronics manufacturing industry and is well recognized by investors.

the implementation on time and have accurate balance sheets, without the need for extra staff to maintain the server."

In addition to Chen, who is in charge of the new system, there is only one IT administrator responsible for the maintenance of the server.

"The operation and maintenance of the IBM System i was easier than we expected."

"Overall, the operating system, database and development tools of IBM System i and LANSA have effectively reduced IT infrastructure complexity," said Chen.

High System Scalability

Exploit Technology's new ERP system successfully met all expectations and addressed the problems in the old system. The company can now produce its business reports on time with up-to-date revenue and cash on hand figures. The new ERP system has also paved the way for future public listing initiatives.

The IBM System i plays a key role as the engine of Exploit Technology's daily operations. Lin considers the adoption of IBM System i520 as a means to safeguard the company's investment.

"The IBM System i and LANSA have effectively reduced solution complexity."

"With IBM System i520's strong scalability, we have capacity to spare. We plan to implement more B2B applications in future, which will also run on the same server," concludes Lin.

Price and platform are often seen as the main factors that companies take into consideration when implementing a new solution. However, whether an IT solution vendor has the capability to help its client adopt a solution with long-term vision and provide good total cost of ownership (TCO) may be the real driver that clinches the deal.

After all, the success of an IT system lies in its ability to let a company focus on its core business values instead of its IT infrastructure and this has certainly been exemplified by Exploit Technology's ERP project. ■

COMPANY AND SYSTEM INFORMATION

- Exploit Technology Co. Ltd, established in 2002, is Taiwan's leading electronics manufacturer of LCD backlight module diffusion sheets, reflector sheets and hybrid optical films with a capital of NT\$400 million. The company's products are sold to backlight module manufacturers around the world and are key components in a wide range of consumer electronics products, including laptop computers, LCD monitors, cell phones, digital cameras, PDAs and lighting devices. For more information visit: www.exploit.com.tw
- Exploit Technology uses a single IBM System i520 for its internal ERP operations and B2B transactions with its partners.
- Innatech Co. Ltd, based in Taiwan was 2004 LANSA Asia Pacific Partner of the Year and provides cross-industry IT services and eBusiness solutions including the Visual LANSA-based ARTS ERP. Customers include Everlight Chemical Industrial Corporation, China Container Terminal Corporation, Double Crane and Chunghwa Picture Tubes, one of the world's largest manufacturers of computer displays for Compaq, HP, IBM and other leading computer companies. For more information visit: www.innatech.com.tw
- This case study was originally published in IBM Systems Magazine, i5 Business Systems, December 2006 Asia Pacific Edition.

MSC extends MAPICS with Web and wireless access

Material Sciences Corporation (MSC), headquartered in Chicago, Illinois, USA, is a world-class supplier of engineered material solutions for acoustical and coated metal applications to automotive, appliance, electronic and telecom equipment manufacturers worldwide. MSC used Visual LANSAs Framework to extend MAPICS with a wireless shipping system and Web access for customers and partners. LANSAs EDI Direct is also used to exchange EDI transactions.

Bob Needles, acting IT project leader at MSC, says, "The customer portal raised service levels and the partner portal streamlined production reporting and delivery. Partners report production on the day and enter shipment details when material ships, with billing triggered automatically and finalized in 15 minutes. The whole delivery and payment cycle went from 7 days, to one day, to 15 minutes."

Slow Payment and Delivery

MSC specializes in developing noise and vibration reducing coated metals and superior protective and decorative coatings used in a diverse range of applications including vehicle panels, refrigerators and other appliance cabinets, disk drive covers, disc brake shims, roofing panels and building materials.

MSC partners with outside processors who take MSC's materials for additional processing. While inventory, billing and order fulfillment remain under MSC's control, shipping is generally direct from the outside processor.

"This model requires a lot of communication with partners and customers," says Needles. "It used to take 7 to 10 days to record outside production as inventory and another 7 days on average to record shipment to customers."

"As a result, recorded inventory was never up-to-date and billing lagged behind the shipments. We wanted to streamline this by offering Web or EDI access to our partners and also give customers access to orders, shipments and inventory details over the Web, rather than running and emailing reports in response to phone calls."

Before joining MSC, Needles had evaluated tools that could build Web applications for the iSeries.

"I saw a LANSAs demo where a 5250 application was built that was also truly Web-enabled, not just screen scraped."

"What really convinced me was LANSAs EDI Repository architecture and its ability to generate code for green screen, Windows, Web and B2B Integration," says Needles.



LANSAs was also a good fit as it could build further and gradually replace MSC's Synon-based CASE environment.

"The delivery and payment cycle went from 7 days, to one day, to 15 minutes."

Streamlining with Web and EDI

MSC's first LANSAs-based Web project was a customer service portal to give access to inventory, raw material, orders and shipment information in MAPICS.

"The site has raised the level of customer service we provide, especially to our customers who are in a different time zone," says Needles. "And we no longer have to produce action reports for customers."

For the partners that use EDI, usually the larger processors and customers, MSC used LANSAs EDI Direct to automate advance shipping notices and other transactions.

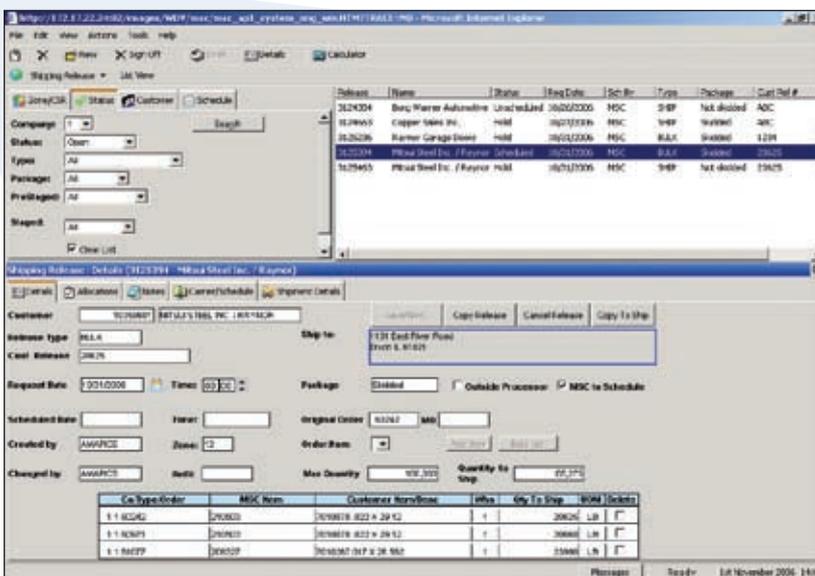
"At the time, MAPICS did not support all the EDI transactions that MSC needed," explains Needles. "So, we either had to contract a company to custom-build those transactions, or find an alternative."

"While the costs were similar, LANSAs EDI Direct provided the flexibility and control to deliver a dynamic solution that can expand to meet future requirements, unlike custom development where we would be charged for subsequent modifications."

For its smaller non-EDI partners, MSC used Visual LANSAs to create a self-service Web site to let them register production, enter customer shipments, receive-in-transit and other inventory transfer information.

"Now partners report production on the day goods are produced either using EDI or the Web and also enter shipment details on the day. We eliminated the 7 to 10 days delay for getting inventory recorded and cut down our billing time from 7 days to one."

"Initially, when partners entered shipment details the system sent an email to a customer representative to create the invoice. Now the billing process is triggered automatically and finalized within 15 minutes of the shipment. So, we went from 7 days, to one day to 15 minutes. The whole delivery and payment cycle has become much faster," says Needles. →



With the Visual LANSAs Framework, Material Sciences Corporation built a more accurate shipping release system to handle the dispatch of processed material from its warehouses.

A Wireless Shipping Release System

MSC has also built many other applications with Visual LANSA. These include a Hold-For-Inspection solution to manage examining goods and a new Claims system integrated with MAPICS that manages customer claims and returned goods, replacing procedures based on printed Excel reports.

MSC also built a more accurate shipping release system to handle the dispatch of processed material from its warehouses.

Previously, the system only allowed one active pick list per order and material handlers used printed pick lists that showed all of the potential material to be shipped and marked off what was actually shipped. Once marked off, administration staff keyed in the pick list data to generate shipping transactions and even more paperwork.

"Material handlers might mark the wrong line as picked or administration staff misinterpret the handler's handwriting," says Needles. "So we would have to transfer inventory back into the system because it was erroneously shipped or marked as shipped."

MSC decided to extend MAPICS with a custom shipping release system using Visual LANSA Framework. A Web interface, rather than Windows, was used to simplify deployment.

"We used LANSA's XML/XSL-based Web Application Modules (WAM) technology to separate business logic from presentation. The WYSIWYG editor made it easy to paint the layout for both handheld Symbol devices for warehouse staff and traditional screens used by administration staff."

Now when a truck arrives to pick up the order, it is clocked-in and the driver is given a bar-coded release form and moves on to a material handler. The material handler scans the release barcode with a wireless handheld Symbol device which displays the location of goods to be picked for the first shipment. When the goods are loaded onto the truck, they are scanned and the details of the next shipment are displayed on the device.



LANSA's XML/XSL-based WAM technology separates business logic from presentation and made it easy to paint the layout for both handheld Symbol devices and traditional screens.

When the truck is ready to go, the material handler presses the process button and a completed packing list is printed for the driver to sign and the LANSA system calls a MAPICS routine to process the shipment.

"The Shipping Release system lets us build as many shipments as needed and tie them to the orders in MAPICS. The solution is real-time and far more accurate. We now get things right the first time around," says Needles.

"The handler just scans the release form, picks the coils and scans each coil as it is loaded. There are no pieces of paper shuffled back and forth and there is no data-entry. The number of missed shipments, other shipping problems and the costs of fixing them has been reduced significantly."

Future Consolidation & Integration

"LANSA's real-time integration with MAPICS, the productivity of Visual LANSA Framework and the flexibility of LANSA EDI Direct have been the keys to delivering the applications to meet MSC processing requirements," continues Needles.

"LANSA was the key to delivering the applications to meet MSC requirements."

"The LANSA applications are tightly integrated with MAPICS where they need to be. For example, when we bring material back from a customer claim, LANSA updates the MAPICS customer file directly, while it uses MAPICS APIs to process the inventory."

"Our immediate priority is to consolidate all four of MSC's plants on one iSeries running MAPICS and do all custom code and B2B extensions with Visual LANSA Framework. That is our target model. Three plants are already consolidated on a single IBM system i5, but there still is a mixture of systems."

"By the end of this year we will have also significantly increased the number and volume of EDI transactions handled by LANSA EDI Direct, building further on our integration with MAPICS. This will bring significant efficiencies across the organization and all its plants," concludes Needles. ■

COMPANY AND SYSTEM INFORMATION

- Material Sciences Corporation (MSC), headquartered in Chicago, Illinois, USA, was founded in 1971 and went public in 1984. MSC's Engineered Materials and Solutions Group (EMS) is a world-class supplier of engineered material solutions. The EMS Group applies its expertise in metal composite technology to solve design challenges for automotive, appliance, electronic and telecom equipment manufacturers worldwide. MSC's 700 employees and a network of partners work to solve customer specific problems, overcoming technical barriers and enhancing performance. For more information visit: www.matsci.com and www.quietsteel.com
- MSC uses IBM System i and is extending and gradually replacing its Synon programs with LANSA applications that integrate with MAPICS Release 7. As a reporting standard, MSC uses Visual LANSA to create reports as Excel files or PDF documents. MAPICS reports are also generated with LANSA Reporter, a reporting tool specifically for high volume DB2/400 data. LANSA EDI Direct maps and translates EDI transaction sets into backend ERP systems and interface files. Visual LANSA Framework is a design framework that lets business developers rapidly prototype, design, implement and deploy commercially-focused and highly graphical Windows and Web applications.

Safety a crucial factor for CGA when choosing LANSA



COMPAGNIE GENERALE
D'AFFACTURAGE

Compagnie Générale d'Affacturage (CGA), a wholly-owned subsidiary of the Société Générale Group and member of International Factors Group, is a major player in the French factoring market with sales turnover of nearly 8.5 billion Euros in 2004. CGA has used LANSA for 5250 and Web development since 2002. CGA now uses LANSA Integrator for integration projects with the French central bank.

Today, **Christophe Dirlik**, IT manager at CGA, relies on LANSA for all CGA's internal development. "I do not regret this choice at all, as we have not had any concerns since. LANSA is well integrated by all the teams. In the event of any new development, one does not even ask the question, LANSA is the sure choice. My trust is very reasoned and based on the results which have led me to follow the product as it has evolved."

A Consolidation Challenge

"When I joined the company at the end of 2001, CGA's main customers were in the SMB market," explains Dirlik. "But CGA wanted to broaden its profile and reach by providing products for large accounts as well. There was also a strong need to enhance integration with the bank's business as a whole."

"While the core systems were on the iSeries, many additional applications had been built with different tools over a number of databases, including GAP, COBOL, Power Builder, Visual BASIC applications accessing SQL Server, Oracle, Access and DB2/400."

"The challenge was to consolidate the IT environment to better support the company's expansion plans with the existing team. We wanted a better way to integrate these systems and productively build new applications."

"Another goal was to simplify customer and third-party management systems by providing client/server access over centralized data."

"The biggest constraint was the skill of our development team. While the team knew the iSeries well, it had little experience with client/server or Web applications. In theory, we could take one of three approaches. We could complement the team by hiring experts with the specific skills we needed, retrain the existing teams, or find an integrated development toolset that would allow our existing team, with appropriate mentoring and training, to build both Web and client/server applications on the iSeries."

"Since the main objective was to consolidate and support core business, there was a real need to reach a single base on iSeries that allowed the exploitation of future technologies."

"An integrated CASE tool that could build advanced 5250 and client/server applications, as well as providing Internet access was, in my view, essential."

"I have used LANSA in various ways for 15 years," says Dirlik. "I worked at a software vendor where we completely rebuilt two systems using LANSA for the iSeries. One was for a stainless steel distributor and the other an insurance institution."

"My experience is that building applications with the integrated LANSA toolset is much more reliable than with traditional development tools. The risk is very low."

Today, Dirlik is head of the three IT departments and his team of 25 works on many projects using the full LANSA toolset.

"CGA wanted to broaden its profile and enhance integration with the bank as a whole."

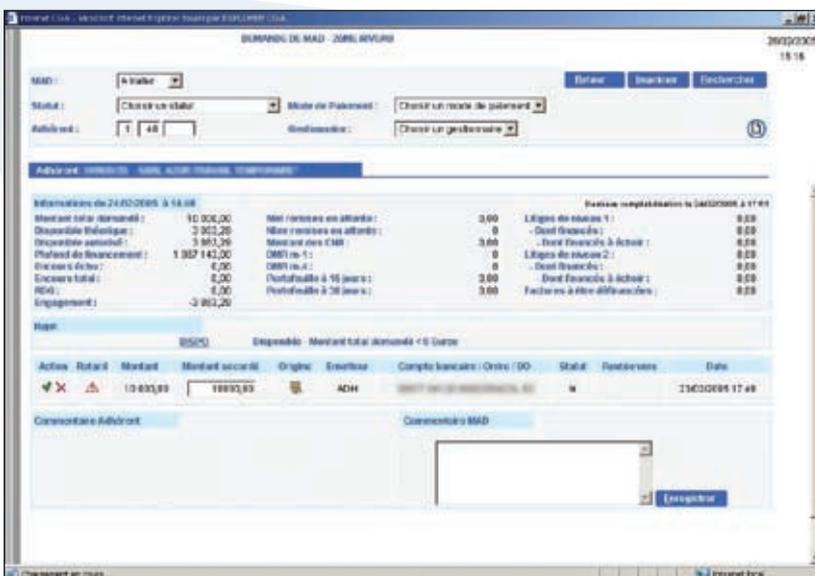
A Cautious Adoption

"At the beginning of 2002, our first projects were modest and non-critical," continues Dirlik. "A small Intranet was developed in-house with LANSA for the Web. It was a combination of a Web portal and a menu manager that let us maintain access rights in one place and present both LANSA Web and 5250 applications to the users. While it was our test drive before building a true application, we still use it today."

"Our next Web development project was customer management. Again, before we exposed the system to the world over the Web, we limited the risk by building a simple application for internal use only."

The first major LANSA project at CGA was project DAILY for the back office processing on behalf of the Société Générale network of secured lending under the Daily Act.

"The application supports three groups of users. Firstly, it gives internal staff a 5250 interface with the bank's trade and the accounting software packages. Secondly, it provides extranet access for our agency network and finally it gives customers internet access to use their business agreement on a daily basis." →



Compagnie Générale d'Affacturage has used LANSA for 5250 and Web development since 2002, and now uses LANSA Integrator for integration projects with the French central bank.

"The system was built in two years and went live in 2004, without any problems. The product is still in use today and was enthusiastically adopted by all three groups."

Today, all customer requests for financing are handled by a LANSA-built Web application. Reusing the existing business logic and validations made it possible to automate the application process, with 80 percent being processed without the need for intervention by CGA staff.

"We are now testing enhancements to the LANSA intranet for cash delivery follow-up, the goal being to make it more user friendly and efficient. The Web portal will publish additional iSeries information, which was not previously accessible by users or required too complex handling. The core of the existing iSeries business logic is reused by calling existing routines directly or by starting processing in other systems which also run on the iSeries," says Dirlik.

Integration with La Banque de France with LANSA Integrator

Until the end of 2005, the French central bank (La Banque de France) marketed information about banks and finance companies via Minitel. CGA automatically captured data from the Minitel screens and stored it in a database. This information was used by CGA internally and was also provided to customers.

When La Banque de France cancelled the Minitel service, CGA had two options. Either to let people access the information directly over the Internet and print it out for personal use, which did not suit CGA as there was a need to reuse the information internally, or use a system provided by the bank that distributed this information using XML.

"While we could purchase software that gave Internet connectivity with La Banque de France, we needed to process the XML requests and responses. LANSA Integrator was the logical choice," says Dirlik. "Today, this "Electronic File" application is being redeveloped entirely in LANSA."



Christophe Dirlik, IT manager at CGA, has used LANSA in various ways for 15 years and now relies on LANSA for all of CGA's internal development using the full LANSA toolset.

"We are also redeveloping the processing of credit arbitration transactions, which will either be done automatically or, if manual intervention is required, produce a complete file for review."

The Benefits of a Team Approach

"Today, wherever we can, we use LANSA," says Dirlik. "Whether we are building 5250 or Web applications, we take pleasure in reusing existing business logic and validations."

"The main advantage of LANSA is that we can stay on the reliable, secure and robust iSeries platform and work with a server environment we know well, while still being able to deploy applications via client/server, internet, intranet or extranet.

"This approach is now our standard and has the advantage of federating our teams and making them think holistically, rather than working in isolation in their own little corners."

"Even if this was perceived as a constraint at the beginning, today everyone works in the same environment. This has paralleled the evolution of CGA's information systems towards a simpler consolidated environment."

"Learning to build basic Web applications with LANSA is very intuitive. To go further and enhance the user interface is a little more complex. But by employing the skills of external contractors who had worked on a LANSA Web application for an insurer, we never had any problems. Today, all our screens have a consistent easy-to-use navigation."

"Plus, if we need the support of the LANSA France technical team, we get an effective and fast response," continues Dirlik.

"Today, we use LANSA, whether we are building 5250 or Web applications."

A Safe Choice for the Future

"I do not have any concerns for the future. I would be very surprised if we ever have a technological requirement that LANSA cannot meet," says Dirlik.

"The probability that LANSA cannot support the ongoing evolution of our applications appears nonexistent to me."

"Our major project this year is implementing the latest version of our core factoring software package which is now 100 percent Java."

"Our LANSA applications will have to integrate with pure Java and LANSA Version 11 is the natural solution for that. While data can remain on the iSeries, LANSA is designed to work with any environment, RPG, .Net or Java."

"But the iSeries has a strong future. The platform continues to evolve and we probably use only 10 percent of its capacity. It is easy to manage, reliable and meets all our needs."

"With LANSA, we can safely evolve and modernize our applications at our own pace," concludes Dirlik. ■

COMPANY AND SYSTEM INFORMATION

- Compagnie Générale d'Affacturage (CGA), a wholly owned subsidiary of the Société Générale Group and a member of the International Factors Group, is a major player in the French factoring market with 10.5 percent market share.
- Headquartered in La Plaine Saint-Denis, a suburb of Paris, CGA employs nearly 320 people. CGA specializes in the financing and management of commercial credits and has a wide range of products. In April 2004, CGA was the first French factoring company to be certified under AFAQ ISO 9001.

For more information visit: www.c-g-a.fr

- CGA has a model 550 iSeries for production and a model 520 for development. There are also 30 Windows servers.

Brewers Distributor achieves rapid ROI in its warehouse



Brewers Distributor Ltd. (BDL) is Western Canada's leading distribution and container return service for the brewing industry, moving nearly a billion Canadian dollars worth of beer per year. After successfully extending its JD Edwards system with LANSA-based Web self-service and M2M integration for its wholesale customers, BDL used Visual LANSA Framework and LANSA Integrator as part of a dispatch and Warehouse Automation System, saving the company nearly \$500,000 per year.

Andrew Hobbs, manager of IT applications at BDL, says, "We should see payback in less than three years. The total capital required to complete this project was \$1.3 million and the annual savings are projected at over \$450,000. Without LANSA, we could not have achieved the look and feel necessary for this application, nor could we have implemented it in the short development window available."

Improving Packer Productivity

BDL handles warehousing and distribution for its two shareholders, the Labatt and Molson breweries, which together hold over 85 percent of the Canadian beer market. Customers create on average 28,000 orders per month, an increasing number of which are handled electronically by a LANSA-based M2M solution. The solution lets high-volume customers transmit orders directly from their POS systems or a self-service Web site used mainly by smaller customers.

Having streamlined and enhanced customer service, BDL's next focus was to improve productivity at its Vancouver distribution facility that processes over 40 percent of the beer BDL ships each year.

Picker productivity was hampered by inefficient procedures. Pickers delivered pallets

to one of the six manual scales, introduced to compare the actual and calculated weight of pallets as a loss control measure.

Hobbs explains, "Pickers would lose between 5 to 15 minutes for each pallet. In our Vancouver distribution center, where we put through 1300 to 1700 pallets per day with 40 pickers, that could easily add up to over 100 lost man-hours per day."

Another area open for improvement was the way pick slips were dispatched. Pick slips were printed in advance, manually sorted by priority and placed on a table. Unfortunately some pickers would go through the stack of pick slips and take the easier looking assignments or more than one assignment at a time, disrupting the priority.

"We wanted to put control of the workflow into the hands of the supervisors. They

needed better visibility of what still needed to be picked and better tools to manage that work," continues Hobbs.

"We had already benefited from LANSA's productivity and easy integration with JD Edwards when we delivered the Web order system in 2004. Rather than introducing yet another technology that we would have to master and support, we decided to extend our investment in LANSA."

"With annual savings over \$450,000, we should see payback in under 3 years."

An Integrated Warehouse Solution

With the help of Samuel Strapping Systems, BDL designed and implemented an automated production line that automatically weighs, wraps and labels completed pallets, then scans pallets as they move through the production line and are loaded onto delivery trucks.

Although this removed the delay at the scales, additional functionality and tighter integration with JD Edwards was needed to provide better management of the workflow.

"We took the new process well beyond just automating production lines," says Hobbs.

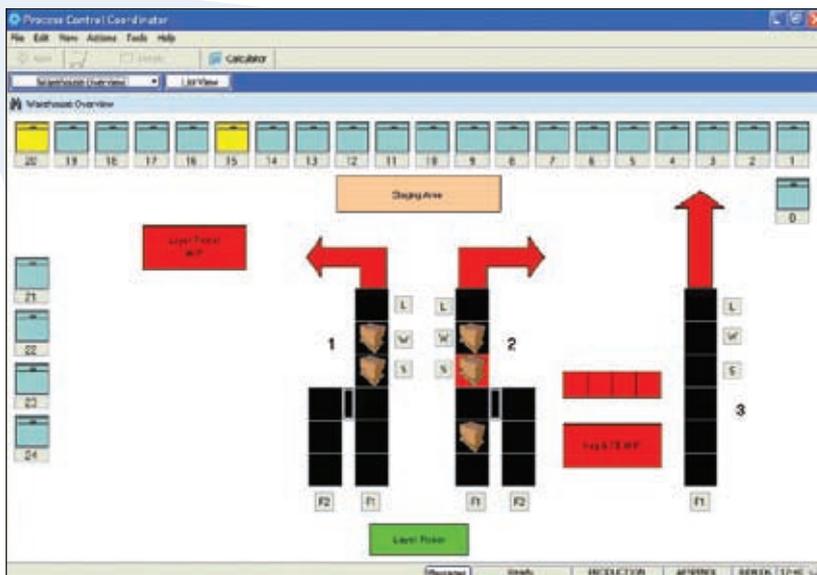
"We built a Warehouse Automation System (WAS) that uses a number of LANSA components. I strongly favoured Web services for any system integration, as it fits in our plan to gradually move to an SOA environment. We used LANSA Integrator SOAP Web service requests to have JD Edwards communicate with our line control software, labor management solution and other systems."

"We used Visual LANSA Framework to replace our green-screen JD Edwards Dispatch module with easier to navigate forms."

"Visual LANSA Framework was also used for new modules that manage the Load Plan and give the process controller a visual depiction of pallets moving through the line and lets them deal with any exceptions."

"Last but not least we re-introduced RedPrairie's labor management software and integrated this as well."

"We began development of WAS in December 2005 and started roll out less than 5 months later. The project team consisted of four business-experienced RPG developers, who were newly trained in Visual LANSA." →



BDL used Visual LANSA Framework for new modules that manage the Load Plan and give the process controller a visual depiction of the pallets moving through the line.

"The developers really enjoyed working with LANSAs. They were proud of the graphical systems they produced and of how quickly they did it. Development time has been cut significantly by using LANSAs versus RPG. Not only that, the screens are highly graphical and intuitive, something we could not have done in RPG," says Hobbs.

Better Workflow Management

The new Dispatch system lets dispatchers select orders for dispatch using a variety of filter options. Selected orders are passed to a pick slip management program, which breaks down the order into pallets. The Load Plan module lets supervisors sequence picking assignments at the pallet level and alter the priority to handle unforeseen events.

Pickers go to a kiosk and swipe their ID-card, which triggers printing of the next pick slip and WAS passes pick slip data to the RedPrairie CALM system, which calculates a picking goal time and displays it on the kiosk screen and on the printed pick slip.

The picker takes his loaded pallet to one of five in-feed lifts on any of the three automated lines. The pallet label and pick slip are scanned to tie the pallet ID to the pick slip order data. LANSAs Integrator then processes SOAP transactions to tell WAS the picking assignment is complete and the pallet has started its journey on the production line.

"The line control software in our Vancouver distribution center interfaces with the JD Edwards and WAS systems in our Calgary Data Center via LANSAs Integrator," says Hobbs.

"The automated lines have scanners at different points along the line that read pallet labels and send data via XML SOAP requests. Using LANSAs Integrator, we receive and evaluate that data and send SOAP instructions back. The line control software does not move the pallet until WAS sends back a LANSAs Integrator SOAP request."

Rapid Return On Investment

"The total capital required to complete this project, including the Samuel Strapping line automation, was \$1.3 million and projected annual savings are \$450,000," says Hobbs.

"So we should see payback in less than three years. Above that, savings from effectively measuring and managing picker performance



Brewers Distributor Ltd, Western Canada's leading distribution and container return service for the brewing industry, was the LANSAs Americas customer of the year in 2006.

and reducing error rates, will become more evident over time."

"We took away manual weighing, wrapping and labeling of product and replaced it with an automated line process. Now pickers drop their finished pallet onto the line and go on to the next order. We can now handle an additional 280 pallets in a 24 hour shift, a 25 percent improvement."

"In the manual system we hired up to six loss prevention officers from an external security company for each eight hour shift. These have been replaced by three automated lines and one process controller," says Hobbs.

"The new system gives us an accurate, timely overview of the daily workload and lets us release pick slip assignments in the most efficient order," adds Peter Gill, warehouse manager at BDL's Vancouver facility.

"We now manage the picking assignments properly, based on our daily priorities, rather than leaving decisions to the individual picker."

"Before we could not accurately measure picker productivity and didn't have any reliable statistics to set safe productivity expectations. We went from a system where we couldn't effectively control work being done to one where we have detailed and reliable statistics."

"Three months after going live, we reduced picking errors to three percent, the lowest ever at the Vancouver location. Correcting errors is expensive and impacts the performance statistics upon which our shareholders measure us," adds Hobbs.

"We have proven that we can rapidly develop new systems with LANSAs."

Future Improvements

"Over time I can see our JD Edwards World system being phased out. Our version has been so highly customized that it is not really JD Edwards anymore, so upgrading would be a daunting task," concludes Hobbs.

"We may move to the LANSAs ERP Framework. We have already proven we can rapidly develop new and enhanced systems with LANSAs. Our in-house Web and warehouse automation extensions give us a competitive edge far and above the standard ERP logic. Using LANSAs's industry standard Web services to integrate these diverse systems is also a good start on the road to SOA." ■

COMPANY AND SYSTEM INFORMATION

- Brewers Distributor Ltd (BDL), based in Calgary, Alberta, Canada, is a joint venture owned by Labatt Breweries of Canada and Molson Breweries for the wholesale distribution of beer and the collection of returnable beer containers within Canada's Western Provinces and the Northwest Territories. BDL operates nine distribution centers and four cross-dock facilities. For more information visit: www.bdl.ca
- BDL uses a single System i model 550 with multiple locations attached via VPN connections and Citrix servers.
- BDL's LANSAs systems integrate with JD Edwards World V7.3.11 ERP software from Oracle, automated production line systems from Samuel Strapping Systems and Computer Assisted Labor Management (CALM) software from RedPrairie Corporation. For more information visit: www.jdedwards.com, www.samuelstrapping.com and www.redprairie.com

BAS Insurance gives travelers the All Clear with LANSA



BAS Insurance Services Limited (BIS) is based in Essex, U.K. and offers specialist insurance, marketing and administrative services. BIS is a market-leader with its AllClear Travel insurance, which provides cover irrespective of age, medical condition or disability. BIS used LANSA to take their AllClear Travel insurance product to the Web and to develop and run branded travel insurance sites for a growing number of well-known insurance companies.

Nikki Hunt, head of IT at BIS, says, "We host nearly twenty branded travel insurance sites and another ten branded member benefit schemes. Without LANSA's Web ability, we could not have grown to where we are today. We were the first to offer branded insurance and member benefit sites. While others have followed, no one has had the same success."

A Unique Opportunity

BIS offers insurance, marketing, administrative, IT consultancy and software development services, including travel and home insurance for groups and individuals, medical screening solutions, third-party back office administration, call center and marketing services.

Iain Sykes, head of travel insurance at BIS, says, "Back in 2001, we saw an opportunity to offer travel insurance to impaired and elderly people, a large niche market in the UK, as many people in the UK rely on the National Health scheme and don't feel a need for private medical insurance."

"We would insure people up to any age and with more or less any medical condition. Other insurers would usually decline the client for travel insurance on medical grounds."

The new product, called AllClear Travel, didn't require a doctor's report. Assessment was based on the BIS medical screening system, which consists of a series of smart questions and responses. The answers result in a medical rate, which is then applied to calculate the appropriate premium.

"The questionnaire and rating can be quite complex, as some primary medical conditions may lead to one or more secondary medical conditions, which in turn may lead to further conditions that all needed to be properly surveyed and assessed," explains Hunt.

"When we launched the AllClear Travel Insurance product, all screening, inquiries and quotes were dealt with in our call center. We realized the window of opportunity we had with our product and wanted to expand fast. But we wanted to do so without growing

our call center exponentially. At that time we were mostly selling directly to the public, so we considered creating AllClear as a Web-based product."

"We evaluated several options. LANSA was the one that stood out as it allowed us to easily re-use existing functionality directly on our iSeries server. Everybody was talking about Windows solutions at the time, but I felt that the iSeries was more stable and reliable. I was not prepared to replicate data and logic, look after more machines or recruit specialized Windows developers."

"The decision to go with LANSA turned out to be an excellent one. The first product we took to the Web was AllClear Travel Insurance. The quote and buy logic was fairly simple, but the medical screening was incredibly complicated, as medical conditions can be interlinked. Even so, with the help of a LANSA consultant, it took us only two months to go live."

"This was a very successful proof of concept and from there it snowballed," says Hunt.

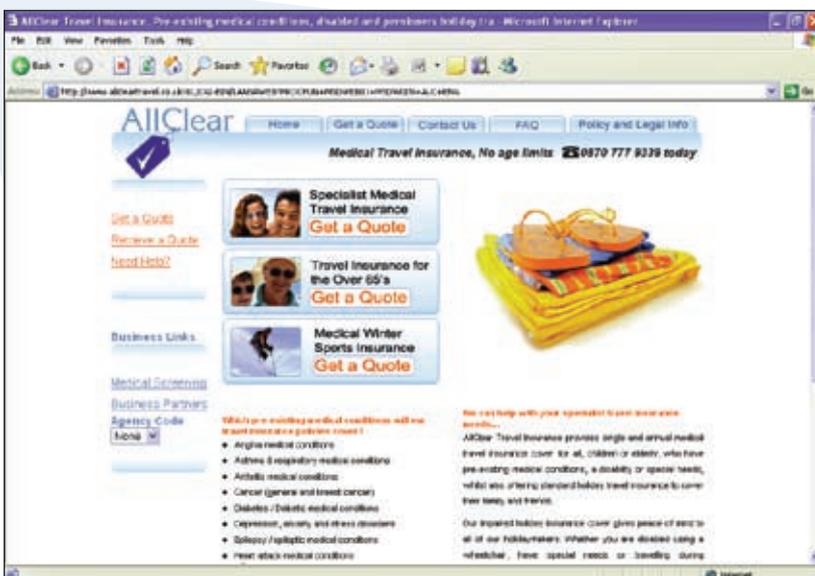
"We now host 20 branded travel insurance sites and 10 member benefit schemes."

An Expanding eBusiness Portfolio

BIS now offers the AllClear Travel Insurance product through nearly 20 insurance companies. Insurers who would have previously declined a request for travel insurance on medical grounds, but were still keen to insure a client for everything else, now have an alternative.

"A growing number of insurance companies now sell and brand the product as if it was their own," explains Hunt. "Most clients prefer to get their insurance on the spot from the insurer they called. You get at least 50 percent leakage if you have to refer clients to another call center or Web site. Using our branded solution insurers can offer a service under their own name, the customer service number is theirs and the Web site acts like theirs."

"The system gives these insurance companies direct B2B access to management information, printing, amending, re-assessing and canceling of policies on our server. The insurers can do their own fulfillment if they choose." →



BIS used LANSA to take their market leading AllClear Travel insurance to the Web and now runs branded travel insurance and reward sites for a growing number of companies.

Hunt explains that the original AllClear system's design made it easy to extend and re-badge for third parties.

"There is hardly any programming involved in setting up a new branded site. There is some work involved in pointing to the customer's logos, graphics and color definitions. But we literally do most of the customization by adding data files and defining rules and rates."

"All in all, we can have a new customer up and running within two days," says Hunt.

More recently, BIS has used LANSA to offer a range of other insurance products over the Web, including a standard travel policy for healthy people, home insurance and life insurance for the impaired.

BIS plans to become an intermediary for a broad range of health and travel related forums and recently launched the AllClear Club site www.allclearclub.co.uk. This site links to the AllClear Extras benefits site where BIS policy holders can get shopping vouchers and discounts on airport car parking, car hire and other travel related services. AllClear Extra was developed in less than a month with LANSA Commerce Edition.

"We also host sites for another company in our group, Oakwood Promotions Limited, which runs affinity-based benefit schemes and motivation reward programs for about ten organizations."

"Using LANSA Commerce Edition we can set up a new member benefit site from scratch in about three days," says Hunt.

A Lean IT Team

"Our core system is a mixture of LANSA and old-fashioned RPG, with all Web functionality done with LANSA," says Hunt.

"Everything has been developed in-house, by our programmers and Web designers, a team of five in total."

"LANSA let us take the iSeries and RPG into the 21st Century. It was straightforward and painless, as LANSA's integration with existing logic and data is seamless."

"Our developers can do LANSA and RPG with their eyes shut, but I also know that if there is something we don't know how to do, LANSA Services are there as mentors."



From left to right: Sally Coppen – I.T quality manager, Lianne Payne – systems analyst, Andy Koulle – webmaster/designer, Julie Staerck – I.T support analyst, Julia Turner – web administrator/analyst, Hannah Pearce – I.T support analyst, Rye Mills – data analyst and Nikki Hunt (Sitting) – head of I.T.

"From an infrastructure point of view, I am happy we are running everything from a central iSeries server, which is secure and easy to look after. I have the same equipment I always had and don't have to worry about synchronizing data with any additional machines."

"Our developers understand the business and are familiar with the iSeries. I don't need Web or Windows specialists to set up the HTTP servers and certificates."

"The insurance companies do care and ask what technology we are using. After all, they are betting part of their business on the site being available and secure."

"They feel reassured about the reliability when we explain we are using IBM iSeries and LANSA behind the scenes."

"We want to continue on the course we set out when we launched AllClear, that is to grow the business without growing our call center. All of our emphasis will be on the Internet. So as an IT department, we will become more prominent. Thanks to LANSA our IT team can stay lean while supporting a rapidly growing business," says Hunt.

"LANSA let us take the iSeries and RPG into the 21st Century."

Maintaining the Lead

"We now have insurers all over the country using our solution to sell our products. Our per-policy cost has been reduced and our volume increased," says Sykes.

"Our AllClear site generates around 20,000 policies a year. We also do in excess of 200,000 medical screenings a year over the Web for other companies."

"The Internet allows for a completely different business model. With LANSA we can very efficiently and quickly make use of each business opportunity."

"We were the first to offer branded insurance and member benefit sites, it was a real breakthrough in our industry. Several others have followed since, but no one has quite managed to do it with the same success. So we were and still are very much industry leaders," concludes Sykes. ■

COMPANY AND SYSTEM INFORMATION

- BishopsCourt Affinity Solutions (BAS) is a subsidiary of BGS (holdings) and was founded in 1985. BAS Insurance Services Limited (BIS), located in Brentwood, Essex in the UK, was founded in 2001 and offers specialist insurance, marketing, IT consultancy, software development and administrative services including insurance for groups and individuals, medical screening systems, third party and back office administration and tailored call center services. Group companies are also involved in the leisure and travel industries. For more information see www.bishopsCourt.co.uk
- LANSA-based Web sites hosted by BIS include www.allcleartravel.co.uk, www.allclearclub.co.uk, www.oakwoodpromotions.co.uk and a growing number of branded Web sites for customers such as Halifax, Royal Sun Alliance, Norwich Union and Going Places.
- BIS uses an iSeries model 810 as the application and data server and an iSeries model 170 as the Web server.

Enns Bros streamlines with PFW's IntelliDealer



Enns Brothers, based in Manitoba, Canada, has been selling and servicing John Deere equipment for over 50 years and now also sells ATVs and Ski-Doo's from BRP (Bombardier). Enns Bros used IntelliDealer and eServices, an integrated solution for heavy equipment dealerships from LANSA partner PFW Systems Corporation, to streamline its business and improve service by giving technicians, supervisors and customers access to real-time work order and detailed equipment information.

"IntelliDealer gives me total visibility and eliminates many wasted man-hours in the workshop," says **Bert Gregoire**, aftermarket manager at Enns Bros. "The eServices portal answers the majority of customer queries. Our parts and service business is 10 million Canadian dollars a year, so the eServices portal paid for itself very quickly and also increased sales."

Building a Better User Interface

PFW's Dealership Management System has been a market leader for over 20 years, but the company knew it had to develop a successor to its classic RPG green screen product. While client server was all the rage during the nineties, this was not the direction PFW wanted to go as **Frank DeDecker**, VP development at PFW Systems Corporation, explains. "We have hundreds of clients across Canada and America. Some of our customers have over 1,500 users spread over 50 locations. Having to install and maintain client software would be a deployment nightmare."

After using LANSA to extend the product and give Web access to customers and mobile staff, PFW decided to redevelop its entire dealership system for browser access.

"LANSA gave us the iSeries capability we were keen on - without locking us in. We saw a gradual migration with LANSA as an easier way for our customers and us to move forward. LANSA also gives us the ability to offer the new system, IntelliDealer, on Windows servers or via ASP," says DeDecker.

A strong focus on parts and service is one of the key differentiating factors between heavy equipment and car dealerships, according to DeDecker. Enns Bros is a good example of this - with over 75 per cent of its 100+ staff working in product support and 85 per cent of its 170,000 square feet of shop, warehouse and office space dedicated to after sales service - generating over 10 million dollars annually.

Enns Bros started using PFW's classic solution in the eighties. While the database

structure and functionality was well designed, its user interface was not always intuitive, especially for new staff.

"Supervisors had to open multiple green screen sessions and could not easily navigate to information about pending work orders, technician workloads and other resources," explains Gregoire.

"But the critical fact was that information was always out of date."

"Technicians had to punch their time card to clock the start and finish times for a work order, walk over the shop floor to give the supervisor the log sheet, wait a few minutes because the supervisor would be busy, get the sheet with details of the next work order, walk back to the service bay, punch the time card again, and so on. Then, someone had to enter the hand-written log sheets into the system."

"When a customer called to find out when their tractor would be ready, no one could give an accurate answer unless we walked down to the shop floor to find out," says Gregoire.

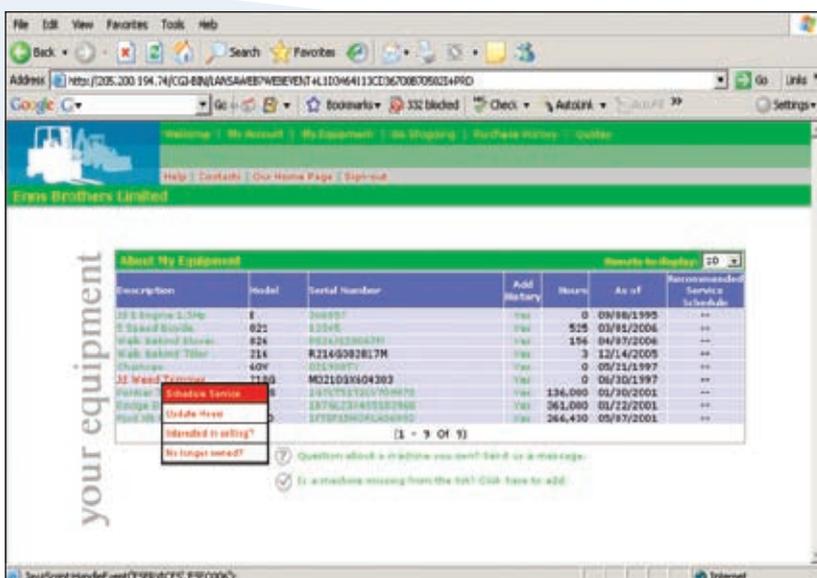
As most of IntelliDealer's modules were already available and since the database structure remained largely unchanged, Enns Bros decided it was time to gradually move over to the browser-based solution from the classic system.

"With IntelliDealer, I have all the information I need literally at my fingertips."

A Smooth Transition

Douglas Manness, IT manager at Enns Bros, says, "The transition to IntelliDealer was smooth and without disruption to the business. User training has become easier. We provide new staff with a login and they can go through the functionality in IntelliDealer intuitively. Except for a few die-hard green screen users, everyone finds the new system more productive and easier to use."

"We can configure the system, without changing any code, to have our own jargon and terminology displayed as field labels on screens, simply by setting parameters and using the multilingual facility." →



The IntelliDealer eServices customer portal goes far beyond the standard shopping cart site with its complete history of parts used, maintenance and repairs.

"We can also create our own custom fields and forms. I cannot comment on LANSAs as a development language, but I have noticed that PFW can deliver updates and changes very quickly."

"From an IT point of view, I find the system very easy to manage. The centralized browser environment allows for quick deployment of changes. I can define many different groups with different levels of security and assign each user with a unique combination of views and authorities needed. The system is robust and available 24*7*365," says Manness.

The Benefits of Real-time Data

Enns Bros' 40 technicians, including those in the field, can access IntelliDealer from their wireless laptops, which also have John Deere and Bombardier diagnostic software.

"Technicians don't have to ask their supervisor what to do next," says Gregoire.

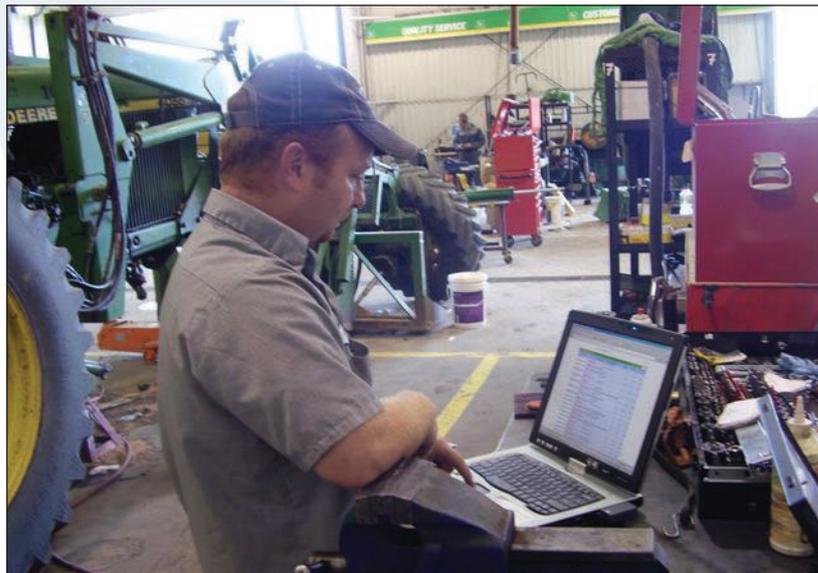
"They can now see on their own laptop which work orders are waiting for them, what exactly needs to be done and how much time is budgeted for the job. They can drill down into the machine's service history and add their notes. Instead of using a punch card, they use their laptop to record when they start and stop working on a job."

"Because the information is entered in real time at the source, supervisors have an accurate up-to-the-minute overview of what is going on. They can see which technicians are on duty, which work orders are going over budget, which bays are overbooked and take immediate action."

"They can also drill into historical data, for example, if a technician frequently exceeds the budgeted time, additional training may be required. Supervisors and managers can make quicker and better decisions."

"Our eServices customer portal goes far beyond the standard shopping cart site. Customers can access the service history of their machines, view the parts that have been replaced, drill down into past work orders, ask for a quote, schedule a service, reprint invoices and of course they can order parts."

"Because there is a seasonal aspect in our agricultural business, we get very busy in early summer. Customer calls were constantly being put on hold and we often have to call



IntelliDealer's Product Support application offers extensive facilities for resource planning and up-to-the-minute monitoring of labor and service-bay utilization. Other modules include CRM, Marketing Accounts Receivable, Accounts Payable, General Ledger and Payroll. Technicians have access via the IntelliTech module, while customers access information via the eServices portal.

them back. You are at risk of losing sales when you cannot take care of your customers. Customers can now get quicker answers by going on the Web."

"This is a very competitive market. I can go online shopping in my pyjamas on many sites. But with eServices and its complete history of parts used, maintenance and repairs, we offer a superior solution. Even our ATV and Ski-Doo customers don't shop for parts on eBay or anywhere else – because we do it better."

"Our biggest problem is making our customers aware of the many online tools they can access. Farmers are quite conservative, while the pick up by the recreational sector is quicker. We hold regular demonstrations and our customers are astonished at how awesome the eServices portal is. The vast majority of customers who have seen eServices demonstrated sign up to use it."

"Our parts and service business is 10 million dollars annually. eServices can answer the majority of queries related to that business, so even though the uptake by the farmers was initially slow, the eServices portal paid for itself very quickly in reduced phone handling and increased sales."

"I have noticed that PFW can deliver updates very quickly with LANSAs."

Total Visibility of Information

"With IntelliDealer, I have total visibility of everything going on in the business, right from my computer screen, without interrupting anybody or leaving my desk," says Gregoire.

"The system eliminates many wasted man-hours. Before, we were busy being busy. Now, we run a very efficient operation and get done what we want to have done. Our service is improving every day because we have the tools to give better products and better service to our customers," summarizes Gregoire.

"Having chosen LANSAs to make a gradual transition from a green screen to a browser interface, I can say it really worked well," observes DeDecker. "Our classic customers didn't have the risk and interruption associated with a total ERP overhaul and we didn't have to start from scratch. A lot of our competitors who did start from scratch are still struggling to get their new product out there." ■

COMPANY AND SYSTEM INFORMATION

- Enns Brothers Ltd, headquartered in Oak Bluff, Manitoba, Canada, has been serving farmers for over 50 years. It offers John Deere new and used agricultural and lawn & garden equipment and Bombardier ATVs, Ski-Doo's and other recreational equipment. Equipment sales, parts and services are handled from stores across Manitoba, with over \$60 million in annual sales. For more information, please visit: www.ennsbros.com
- PFW Systems Corporation is an IBM Premier and a LANSAs business partner since 1994. Based in London, Ontario, Canada, PFW offers solutions on the IBM System i and Intel hardware platforms. PFW's IntelliDealer Dealership Management System and eServices portal are used by several hundred heavy equipment dealerships across Canada and North America. For more information please visit: www.pfw.com

Eagle replaces card-based dispatch board with LANSA



Eagle Systems, Inc. (ESI) is part of the Eagle Group based in Wenatchee, Washington, USA and a leader in intermodal transportation with locations throughout the USA and Canada. Using the Visual LANSA Framework, ESI built a dispatch system, called eDray, which integrates with its core Synon 2E-based logistics system. LANSA Integrator is used to exchange dispatch information via SMS with drivers and send real-time EDI status updates to customers.

Larry Ronhovde, president of Eagle Information Systems, says, "Our decision to use Visual LANSA Framework saved us a lot of time, especially considering we are new to large Windows-based projects. The framework acts like an on-site mentor who helps get things done the right way the first time. It gave us a head start on proper coding techniques and standards, instead of starting with a blank page."

Replacing a Paper-based System

Intermodal transportation involves last-mile logistics, such as ramping and de-ramping containers at railway hubs or shipping ports, delivering containers by truck to the final destination and returning empty containers to the railroad or shipping company, typically over short distances.

"In regular transportation, a driver may take a week to carry a load across the country," explains Ronhovde who supervises application development and support for the Eagle Group. "But in intermodal transportation, a driver may move several loads per day. The high frequency and large number of loads that we handle each day requires a high degree of coordination by our dispatchers."

ESI's paper-based dispatch system was error prone and did not integrate with other systems. T-shaped cards representing a load were moved around a large planning board by dispatchers who wrote notes on them indicating schedule, destination, driver and status. While billing information from the T-cards was manually entered into the core iSeries system, it was of little use for dispatch management or history and the physical T-cards were kept for five to ten years.

Chreston Knutson, Director of Information Systems at ESI, says, "The only way to access information was to look at the board in each terminal. Occasionally a driver would call after office hours for clarification on a load, but we couldn't look it up on the computer."

ESI wanted to improve the efficiency and capacity of their dispatch function by replacing the manual card system with a graphical drag-and-drop Windows solution that integrated with its core Synon 2E iSeries application.

Ronhovde evaluated several development tools before selecting Visual LANSA. "We looked at Java and also at the 2E follow-on product COOL:Plex. In terms of the graphical interface, drag-and-drop capability and iSeries integration, Visual LANSA was a clear winner."

"With Visual LANSA, and even more so with Visual LANSA Framework, we can rapidly create intuitive systems that are easy to maintain," says Ronhovde.

"eDray has all the flexibility of the manual system, but is more accurate and accessible."

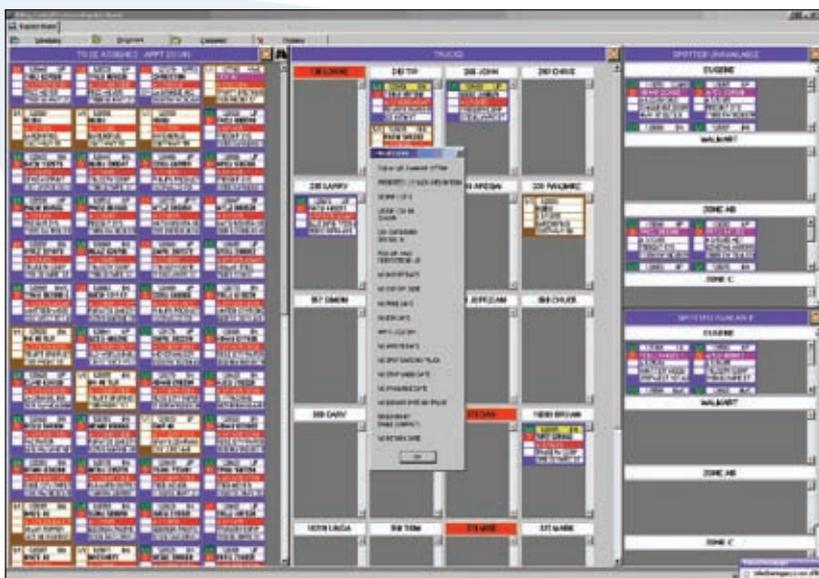
A Better, Integrated Solution

Using Visual LANSA Framework, Ronhovde's team developed a Windows-based dispatch system, called eDray, which interfaces directly with the iSeries database of its core Synon 2E logistics and billing system.

The graphical interface creatively mimics the card-based manual system. Small boxes, representing containers, can be dragged from one location to another and right-clicked to select functions like re-scheduling and changing drivers or status. Colors group containers, while the location on the form indicates a geographic area or container status, progressing through open, available-for-pick-up, active - when ESI takes possession, to delivered to the customer and finally to completed - when the empty container is returned.

"The new interface retains all the benefits and flexibility of the manual T-card system, but is more accurate and the information can be accessed electronically. It also eliminates the need to enter data manually into the billing system," says Knutson.

"In fact, during pilot trials we uncovered small procedures that, until the physical T-cards were gone, nobody knew the dispatchers were following. We had to cater for all these exceptions in eDray." →



Using Visual LANSA Framework, Eagle built a Windows-based dispatch system that interfaces directly with its Synon 2E systems and creatively mimics the old card-based manual system.

"The Visual LANSA Framework shielded our newly trained LANSA developer from the complexities of inter-form communication, navigation and form management," continues Ronhovde.

"It gave us a head start on proper coding techniques and standards, especially since eDray was our first major event-driven development project. Instead of starting with a blank page, we started with a framework into which we could add our business objects, filters, lists and detail forms."

"The framework approach saved us a significant amount of time. We didn't have to deal with a lot of the base decisions and base coding requirements. We could just focus on building the business application since we could use the framework's default settings for security, forms design, message handling, and so on."

"It took just one dedicated LANSA developer about nine months to develop and implement the system. We continue to drive and maintain the eDray system with just a single developer. So, from a productivity standpoint, we achieved a lot with Visual LANSA. It is hard to be exact, but I am sure it saved us a couple of months," says Ronhovde.

Real-time Status Updates from Drivers and to Customers

"At the moment truck drivers call our dispatchers and write down load details, then call again when they deliver their load so the dispatcher can record the status change. Dealing with so many phone calls and sometimes unclear lines, it is hard to avoid mistakes," says Knutson.

ESI is currently piloting automated SMS messaging to exchange load details with driver's cell phones. LANSA Integrator exchanges XML transactions via a Java-based freeware application from ConWare to send and receive SMS messages with details about the container, when and where to pick it up, and where to deliver it.

"Informing drivers via SMS and getting status updates back electronically will reduce the number of phone calls and significantly improve efficiency," adds Knutson.



The Eagle Group of companies is based in Wenatchee, Washington, USA. Via its predecessor Eagle Transfer, it has been part of the state of Washington's transportation history since 1903.

"Eventually the dispatcher will only be called for missed appointments, broken containers or other exceptional situations."

ESI also uses LANSA Integrator and Gentrant to send its customers container status updates via EDI transactions when a container is picked-up, when it leaves the ramp and when it is delivered.

Currently, the EDI transactions are generated when the driver calls the dispatcher who updates the system. But when the SMS-based messaging is fully implemented, this will also happen in real time.

A Framework-based Future

"We want to move all the 5250 applications used at the terminals to LANSA," says Ronhovde. "Redeveloping such a huge number of Synon 2E and RPG programs will take a long time, during which operations people at the terminals would have to live in both systems and switch continuously between Visual LANSA rich-client programs and the traditional 5250 screens."

"We are currently doing a RAMP proof of concept to provide a modernization shortcut

by letting our people at the terminals access re-animated versions of the existing 5250 screens through a single, consistent, easy-to-navigate graphical application environment."

"RAMP could really shorten the time our users need to bounce between Windows and 5250 navigation while we redevelop our Synon 2E and RPG programs with LANSA."

"The framework acts like an on-site mentor who gets things done right the first time."

"In addition, RAMP will help us identify those functions that we should rewrite in Visual LANSA and those that we don't really have to worry about and can simply reface."

"Ultimately we plan to develop everything with Visual LANSA Framework. It will make our team more effective to have everything in one place and improve long-term maintainability. I feel confident that our investment in LANSA is the right one," concludes Ronhovde. ■

COMPANY AND SYSTEM INFORMATION

- The Eagle Group of companies is based in Wenatchee, Washington, USA. Via its predecessor, Eagle Transfer, it has been part of the state of Washington's transportation history since 1903. The Eagle Group has operations serving 32 states in the US and Western Canada with over three million truckload units handled annually by 30 Eagle-operated facilities. Eagle defined intermodal transportation at the turn of the century and is still bringing new meaning to the service-oriented, fast-paced, competitive intermodal marketplace of today.
- The Eagle Group of companies includes; Eagle Systems, Inc., Eagle Intermodal Services, Inc., Eagle Information Systems, LifeLine Ambulance, Inc., Eagle Transfer Co., HomePak Self Storage and Eagle Admin. Services.
For more information about the Eagle Group visit: www.eaglegroup.com
- Eagle Systems Inc. uses an IBM System i model 810 and has approximately 120 internal users spread over its head office and 18 locations.

20 years of agility for LANSA customers

Business success requires agility. To support an agile business, software systems must be agile as well, or risk being a barrier to success. The changing IT landscape demands that IT departments have the agility to best use new technologies as they emerge.

LANSA separates business logic, presentation logic and operating platform dependencies and lets you define business rules at a high level, while generating the low-level code and plumbing underneath. Regardless of what emerges as the next big thing, LANSA customers can embrace new technologies with minimal impact.

LANSA customers around the world are proof of how corporate agility can be achieved and maintained over a long period. Read how LANSA has been helping customers in the Americas maintain their business success over the last 20 years.

Customers in North America

Carlisle FoodService Products, in Oklahoma USA, is a leading manufacturer of supplies and tableware for the foodservice industry. Carlisle sells over 50,000 products via a network of over 10,000 distributors to restaurants, hotels and hospitals worldwide. Carlisle has used LANSA since 1995 to streamline procedures and increase ROI in virtually every area of its business. Manufacturing plants and distribution centers use LANSA ERP Frameworks and distributors have Web access using a LANSA site.

Ken Zaleski, MIS director at Carlisle FoodService, said, "With a small team of four, we maintain and enhance a system that is used by internal users in our offices, plants and distribution centers, plus remote sales representatives and distributors worldwide."

"That in itself testifies to LANSA's productivity and scalability. With the help of LANSA and without hiring specialized Web developers, we were the first in our industry in 2000 to offer our customers a functional and user-friendly Web site. Being the first certainly provided us with a competitive advantage and the efficiency the site brings remains a major selling point today."

The Children's Aid Society of Toronto (CAST), a LANSA customer since 1993, is one of the largest child welfare organizations in North America, providing out-of-home care for children including child abuse and neglect prevention programs. CAST was one of the first large-scale Visual LANSA users with 1,000 staff and 700 volunteers using its system to support tens of thousands of children and families. Based on CAST's success with its



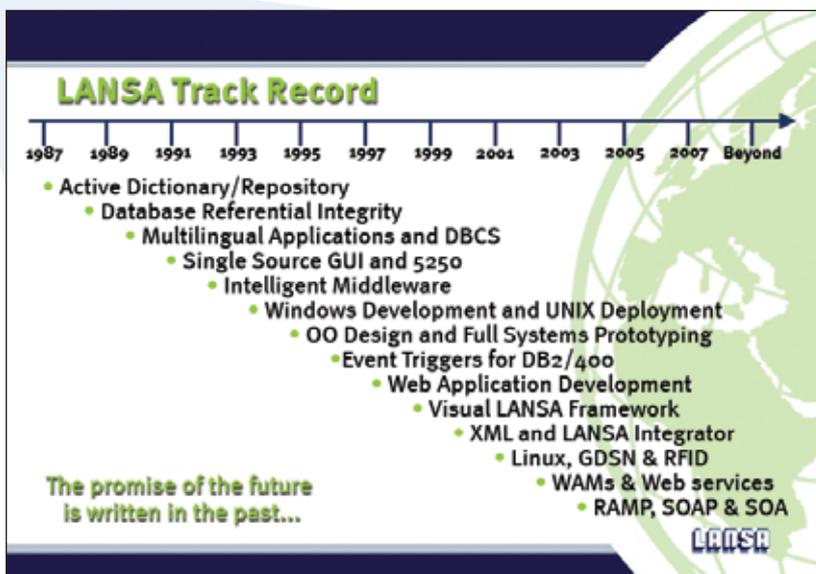
LANSA-based system, two other Canadian agencies – the **Catholic Children's Aid Society of Toronto (CCAS)** and the **Ottawa Children's Aid Society (CAS-OTT)** – are now LANSA customers and in the final stages of a joint project to implement a Child In Care system with the help of LANSA Services.

Samuel Lee, director information services at CAST, said, "I am extremely pleased with the LANSA product and services. Our LANSA applications not only give us a stable computing environment, but also kept us at a cutting edge over the past 14 years."

DEMCO Inc., based in Madison, Wisconsin USA, provides supplies, equipment and furniture to the library and schools market in the U.S. and Europe. DEMCO, a LANSA customer since 1992, uses LANSA for its core operational systems and for the customer and supplier facing Web sites of several related companies in the U.S., U.K., Ireland and Holland. DEMCO is currently using RAMP to modernize its ERP system to avoid the high cost and disruption an ERP replacement would entail.

Mark Anderson, vice president of information services at DEMCO, said, "Of the hundreds of technology decisions made in the '90s, I feel our best decision was LANSA, followed closely by the AS/400. For 15 years now the LANSA tool set has served as the key platform that allows us to turn out reliable, top-quality business applications while preserving our systems investment by adopting new technologies. LANSA, the people and the tools, have become trusted partners in our continual evolution."

Gannett Co., Inc., a large diversified news and information company with operations in the USA and abroad, is the USA's largest newspaper group in terms of circulation. Its 90 daily U.S. newspapers have a combined daily paid circulation of approximately 7.3 million and includes USA TODAY, the nation's largest-selling daily newspaper. Since 1998, Gannett has managed the circulation, advertising and sales for most of its newspapers with Genesys, a LANSA application implemented on a large number of System i servers. Internal users access the system with green screen and Windows clients, while external users have



With a 20-year history in the System i market, LANSA has a proven track record for application development, integration and modernization.

Web access. Gannett has started a RAMP project to give hundreds of customer service representatives a consolidated graphical portal view of a customer service system that spans several newspapers and System i servers.

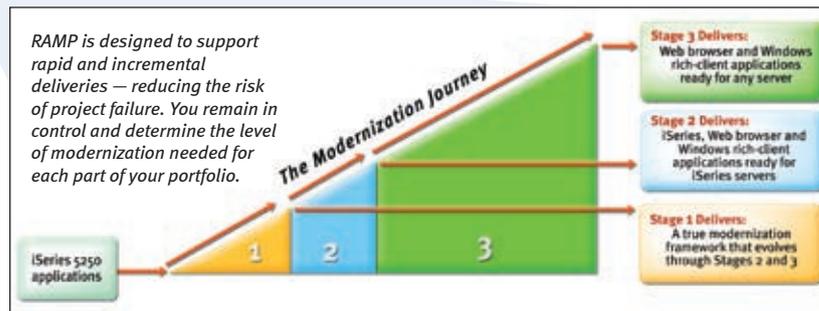
Peter Olsen, Genesys project leader at Gannett, said, "LANSA tools have let us keep up with major changes in the newspaper business with a minimum of developers and only a small IT staff at our newspapers. With a large software base running at over 90 daily newspapers, our only option is gradual evolution, and LANSA lets us integrate new technologies like Windows and Web – in the areas where they are needed."

"RAMP is the latest example of how we can leverage our existing code base to handle requirements that didn't even exist a year ago. Reliability is essential when your product only has a shelf life of 24 hours and we count on LANSA software to run dependably in a wide variety of environments. Our smaller papers need software that is simple to operate, while the big papers need extra features and interfaces to a large number of external systems. LANSA has the tools and features to fit both ends of this range."

High Liner Foods Inc., based in Lunenburg, Nova Scotia, Canada, is one of North America's largest processors and marketers of prepared, value-added frozen seafood, selling its products under the High Liner and Fisher Boy brands. High Liner has been a LANSA customer since 1989 and uses LANSA for 5250, Web, Windows, B2B, GDSN and EDI extensions to its JD Edwards World system. One of High Liner's high ROI extensions on the procurement side of the business, is a Web-based virtual supply chain that lets all members of the supply chain track orders, shipments and delivery dates in real time from anywhere in the world.

Peter Burns, director of information services at High Liner, said, "LANSA has been an important tool in our development arsenal for nearly two decades and is part of the reason we have been able to develop systems in a cost effective manner. Every year we re-evaluate how we deliver services to the company and every year LANSA is in the picture. With LANSA my staff is agile enough to work on just about any business project required."

ITT TDS Corporate Services, located in Palm Coast, Florida, USA, is a shared service function of its parent, ITT Corporation. With its vision of being a recognized leader and preferred provider of non-product commodity back office solutions and supply chain logistics services, TDS provides both standard and customized solutions. Its diverse client base includes both ITT as well as non-ITT organizations. Current offerings include freight payment and logistics solutions, as



RAMP from LANSA delivers both day-to-day "must-have" tactical enhancements and long-term strategic modernization with the same highly productive development and integration tool set.

well as back office solutions for enterprise-wide e-procurement, telecommunications and purchase card programs.

Larry Harbaugh, manager enterprise applications at ITT TDS Corporate Services, said, "Over the last eighteen years, the LANSA suite of products has allowed us to keep pace with changing business needs, without major reinvestments in our core development capability. The initial competencies we adopted back in the early 1990's are still very much in play today. Without LANSA, we could never have achieved the efficiencies we have realized today."

Kawasaki Motors Manufacturing Corp Inc., assembles and distributes small engines, ATVs, Jet Skis, Mules and passenger railcars from its manufacturing plants in Maryville, Missouri and Lincoln, Nebraska, USA. The two plants together process in excess of 200 million inventory transactions per year.

Kawasaki's Maryville plant, a LANSA user since 1995, has recently started to replace its old system with LANSA's ERP Frameworks. Kawasaki's Lincoln plant has been using several LANSA ERP Frameworks modules since 2002 and has recently purchased RAMP with plans to modernize and consolidate production and financial modules in user-friendly portals. The Lincoln plant also uses LANSA EDI Direct to transact with high-volume suppliers.

Tony O'Riley, managing IT matters at Kawasaki's Maryville plant, said, "In 1995, we chose LANSA because it was intuitive and easy-to-learn and we remained happy with LANSA throughout the years. I can deliver new functionality and maintain systems in a timely manner with a small development team of five, including myself."

Mark Howard, IT manager at Kawasaki Motors Manufacturing based at the Lincoln plant, said, "By modernizing our system with RAMP we hope to avoid the disruption and high costs of moving to a new ERP system. In the past, we have mostly relied on LANSA Services consultants, but we will use the RAMP project as an opportunity to grow our in-house LANSA skills."

MBM Corporation is one of the largest privately-owned food service distributors in the USA. MBM has its headquarters in Rocky Mount, North Carolina and operates over 30 distribution centers within the USA. Customers include national restaurant chains such as Arby's, Burger King, Captain D's, Chick-fil-A and Red Lobster. MBM has used LANSA since 1993 for its warehouse management systems and other core business applications. Recent implementations include a Visual LANSA-based Truck Routing system and a Reserve Inventory and Locator system.

Ronnie Byrd, corporate director of IT at MBM Corporation, said, "The productivity LANSA brings to the table lets us leverage our relatively small development staff in providing customized distribution programs for our customers in a timely manner."

Metropolitan Associates is a residential real estate firm managing over 4,500 apartment homes in Southeast Wisconsin, USA. A LANSA user since 1992, Metropolitan has developed virtually all its systems in LANSA and recently rebuilt its 20-year old property management system with LANSA. The new system offers far more functionality, integration with Microsoft Office and other Windows applications using Active-X, as well as a more attractive and productive GUI for the business users.

Stan Kritzik, managing partner at Metropolitan Associates said, "It's not possible to run a successful business today without a solid IT infrastructure. LANSA, and especially Visual LANSA, has let us custom build current, state-of-the-art, robust, distributed, visual systems, using our small but talented team. Also, because LANSA respects its legacy, we have been able to bring along some older elements of our earlier systems – with everything integrating very nicely. We couldn't have done it without LANSA and we appreciate our successful fifteen or so years in a mutually beneficial association."

PartyLite Worldwide, Inc., a LANSA customer in America since 1995 and in Europe since 1997, is one of the fastest

growing direct sales companies in the world. PartyLite independent sales consultants, who number over 65,000, sell premium fragranced candles and a wide range of related decorative accessories through the home party plan method of direct selling. PartyLite operates in the U.S., Canada, Mexico, Australia, as well as Germany, the U.K. and a growing number of European countries.

LANSA's productivity and multilingual facilities helped PartyLite rapidly deploy applications over the years to overseas offices and keep up with the enormous operational expansion. PartyLite uses LANSAClient for its end-user reporting and LANSA Integrator for XML transacting with suppliers for drop shipping and credit card validation. More recently, PartyLite has started to modernize its core system with RAMP.

Deb Kane, manager application development at PartyLite, said, "The flexibility of the LANSA Repository has given us the key foundation for the continued relevance of business systems that were built 12 years ago. LANSA lets our application developers quickly and efficiently create and maintain business functions in response to ever-changing business needs. We are looking forward to the information access and time-saving benefits that RAMP will provide to our users."

Shell Canada Limited was an early adopter of LANSA for the Web. In 1997, the company used the yet-unnamed product to provide its 3500 plus employees across the country with bilingual Web access to its JD Edwards HR and payroll information – a function typically handled by HR but now offered on a self-service basis to employees and managers.

"Our Web-based systems now include the Employee Services System (ESS), Management Access System (MAS), as well as job posting,

expense and competency systems," said Shell Canada's human resources HRIT supervisor, Debbie Hutchings.

"We launched our ESS/MAS modernization project last year to bring our screens up to date with LANSA's new WAM technology and to provide a cleaner, more professional look and feel to these Web-based applications. At the same time, the upgrade gives us standardization with our new HR library and better supports our Employee Value Proposition."

Debbie noted that LANSA's software and partnership lets the company take information from its JD Edwards systems and present it to employees in a user-friendly way. "It's been a real advantage to provide Shell Canada people with simple and intuitive self-service systems this past 10 years."

Think Federal Credit Union, based in Rochester, Minnesota USA, serves the financial needs of over 99,000 members. Think has been a LANSA customer since 1993 and uses LANSA for the Web to provide its customers with a browser-based online banking system. The banking site was developed in five months and has been continuously updated with new features such as online bill payment, check images and statements to further improve customer service. To illustrate the importance of the application, the site saw roughly 4.7 million logins in 2006.

Ken Downs, director of technology solutions at Think, said, "LANSA for the Web was instrumental in allowing us to leverage our core banking system and extending its functionality and convenience to our customers over the Web. Another benefit has been our ability to keep up with customers' high-tech expectations, all the while driving the solution and maintenance with our in-house staff."

LANSA Partners in North America

ACBS[®] headquartered in San Diego, California, USA and a division of Fidelity Information Services has been a LANSACustomer since 1991. ACBS is the global leader in high-end systems for originating, syndicating, servicing, trading and settling of corporate loans, especially large syndicated loans. The majority of the ACBS Loan Systems modules are LANSA-based and run on Windows and System i platforms or through an Application Service Provider model. With more than 85 clients, including 19 of the Top 25 global banks ranked by Tier 1 Capital, over 30 percent of syndicated loans worldwide are processed by ACBS Loan Systems.

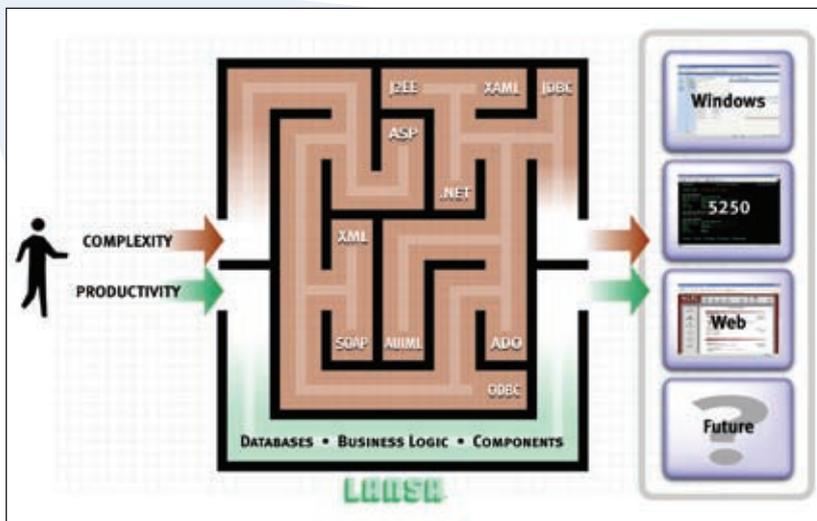
Bell Business Solutions Inc., formerly Nexlink Technologies Inc., based in Montreal, Quebec, Canada, has been a LANSABusiness Partner since 1993. Bell Business Solutions offers Scoopsoft, an integrated management system designed for the Wood Products and Mining industries used at over 350 sites in North America. Over the years Scoopsoft has been enhanced with a LANSA for the Web CRM portal and LANSAClient end-user query and reporting.

Jean-Pierre Hall, general manager, wood products division, at Bell Business Solutions, said, "LANSA has served us well in making sure that Scoopsoft evolved with new technologies over the past 15 years. LANSA represents an insurance policy shielding our developers from having to adapt to new trends and technologies. Now, RAMP helps smooth the modernization of Scoopsoft ERP."

"First, we will deploy an Outlook-like interface and much improved user navigation. Next, we will gradually rewrite those functions that offer the most benefit to our customers with LANSA. Our customers and prospects don't have to wait for a total ERP rewrite and can expect to see benefits soon. They also applaud the reduced risk for their organization, because they can implement smaller portions of the ERP at any one time."

PFW Systems, an IBM Premier and Lotus Business Partner based in London, Ontario, Canada, has been a LANSABusiness Partner for over 12 years offering solutions for the System i and Windows platforms. Since 1994, PFW has used LANSA to enhance its dealer management solution and add Web extensions. LANSA was also used in the transition of PFW's classic 5250 Dealership Management system to IntelliDealer, now completely written in LANSA with numerous System i, Windows and ASP implementations.

Frank DeDecker, PFW's vice president development, said, "Over PFW's history, our development activities have focused on



LANSA gives you the freedom to choose a simple path to modernize developer skills and deliver tomorrow's applications today.

using new technology to provide dealers with the ultimate dealership management system – second to none. LANSA has contributed significantly to making the PFW Dealer Management system what it is today. One of the things that set us apart from the competition early on was the system's true browser and Internet capability, available to mobile staff everywhere."

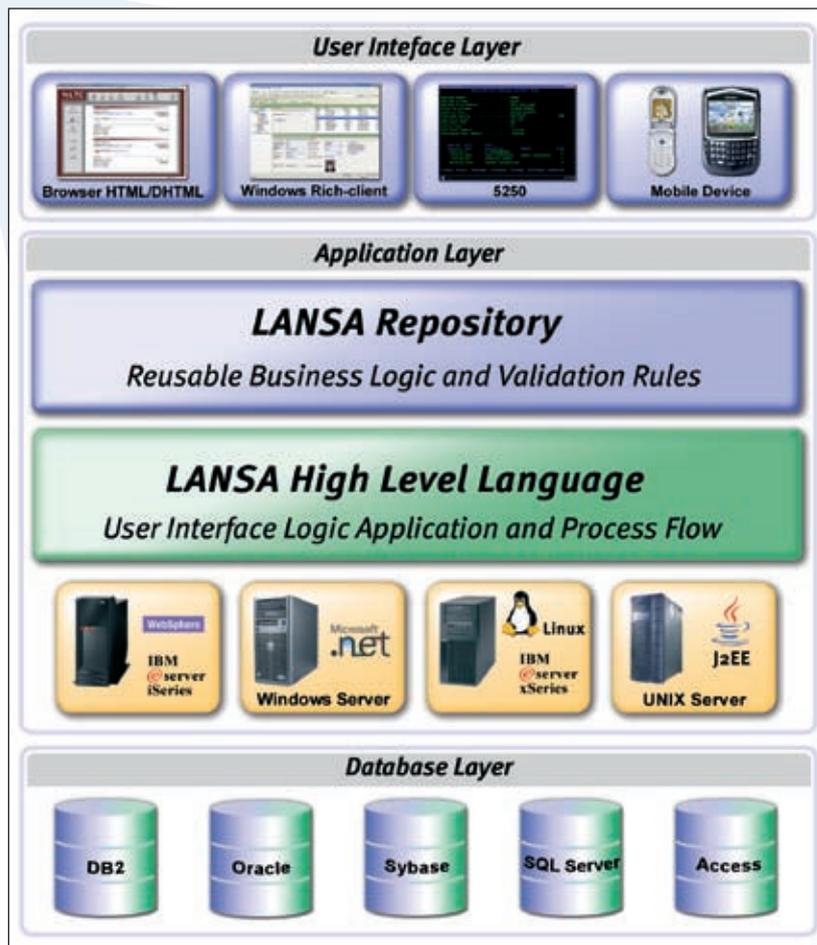
Rippe & Kingston Systems, a highly successful software solutions and services firm based in Cincinnati, Ohio, USA, is an IBM Premier Business Partner and a LANSA Partner since 1989. Rippe has used LANSA as an integral part of its services practice and for its packaged solutions that have many System i, Linux, Windows and over 125 ASP implementations.

Rippe's LANSA solutions include LMS, a leading financial and practice management system used by over 400 law firms and METHOS a plant and facility maintenance solution. Rippe has created a LANSA Portlet Generator that creates portlets from LANSA WAMs that can be deployed via any JSR168-compliant portal such as Rippe's own e.essential Enterprise Portal and IBM WebSphere Portal. Most recently, Rippe released their e.essential Contract Guardian contract management product that leverages portal technology, LANSA WAMs and LANSA Integrator.

Thom Davidson, president of Rippe & Kingston Systems, said, "LANSA has provided us and our clients the solutions and guidance we require in this extremely complex technological world. I am amazed that code written 20 years ago offers us platform independence, database independence, Internet solutions, client/server, wireless, XML, Java and .NET integration and much more. LANSA has made some exceptional promises and has more than delivered."

Customers and Partners in South America

Actinver Sa De Cv (previously Bursamex Casa De Bolsa) is one of the most established stock brokerage companies in Mexico. Actinver started using LANSA in 1991 when they moved from Data General to the AS/400 and redeveloped their internal brokerage system in LANSA. In 2000, when new regulations in Mexico recognized the Internet as a legal communication method between broker and customer, Actinver needed only three months to extend their brokerage system to the Internet with LANSA and became the first in Mexico to offer online stock trading. Today, using Visual LANSA, Actinver is still at the IT forefront offering their customers fast access and new facilities.



LANSA has long provided an application development model that separates business logic from the technical details of the computing platform upon which it is to be implemented.

In 1995, **Energiebedrijven Suriname (EBS)**, the state electricity and gas company of Suriname, was the first LANSA customer in the country. Since then, the EBS IT department has replaced the company's legacy COBOL and RPG systems with LANSA. Now over 90 percent of the applications used within the company are developed with LANSA. Recently EBS started a project to modernize its core systems with RAMP, including its large customer service, accounting, payroll and logistic applications.

Ransa Comercial, with its headquarters in Lima, is Peru's leading logistic operator and has used LANSA since 1993. Ransa has a presence throughout the Andean region, with operations in Bolivia, Ecuador, El Salvador and Guatemala, serving customers in the mining, industrial, retail, agriculture, fishing, textile, home appliance and technology industry sectors.

Jose Guardia, assistant IT manager at Ransa, said, "Starting in 1993, we have used LANSA for all our development to support our fast growing business. LANSA let us internationalize our company and support business processes tailored to the needs of

each country with systems that are flexible and easy to maintain and implement. LANSA helped us to position our company as the innovative leader in the logistics market, with high quality systems that cater for all the needs of our customers. Our small IT team takes excellent care of systems development and maintenance. Our LANSA solutions support our logistics operations and integrate with our SAP back office."

Many other companies in the region have been using LANSA for over 10 years. **The Bank of Jamaica**, a LANSA customer since 1993, started using LANSA for its employee leave administration system and has gradually expanded its LANSA usage to include Web and Windows-based applications in its loan collateral, currency management and other proprietary systems. Both **Alpura**, one of the top Mexican dairy food producers and **Manpower Mexico**, part the Manpower Inc group and a world leader in the employment services industry, use LANSA for sophisticated Web and integration solutions.

Longtime partners in the region include **RISC** in Mexico and **Ingenieria De Software** in Valparaso, Chile. ■

LANSA Composer: code-free Business Process Integration

While there are many middleware and EAI tools that address Business Process Integration (BPI) and Business Process Automation (BPA), most require heavy technical skills or have the integration control logic hard-coded into server-side programs or adapters. This makes them unsuitable for already over-burdened development teams to use for quick and simple solutions to meet urgent business requests.

LANSA Composer brings the power of BPI technology to enterprises that want to automate and integrate business processes with external trading partners or between internal applications. LANSa Composer is a highly visual environment for designers and business analysts rather than developers, which provides a simple way for non-programmers to make use of core LANSa Integrator services.

What is LANSa Composer?

LANSA Composer is a design and execution platform for integrating business activities involving transport and transformation of data and custom business processing. It satisfies the four key requirements of a business process integration solution:

- **Transport** – moving data between source and target.
- **Transformation** – mapping data between different formats.
- **Process Orchestration** – sequential and conditional execution of process flow.
- **Administration** – auditing, error-handling, logging, security and system operations.

A simple interface lets you wrap business logic as Activities and combine them with industry standard transformation and transport services in a single business process.

Who Should Use It?

LANSA Composer is intended to be used by business analysts to design and implement solutions to integration problems. It is not necessary to write program code to use Composer for solutions that involve standard transport and transformation activities.

The implementation of the transport and transformation activities and orchestrating them in business processes is all accomplished using highly visual graphical interfaces.

LANSA Composer can also be extended to encompass your custom business processing. Activity processes can be defined that encapsulate the custom processing built by your developers. These custom Activities are orchestrated in the same way as the LANSa-supplied transport activities and transformations.



ARCHITECTS CORNER
by Hugh Vaughan

LANSA Composer lends itself well to an environment in which the building of the custom business processing can be delegated to a services development group, while the combination and orchestration of the Activities is performed by business analysts.

What can LANSa Composer Do?

In a graphical, drag-and-drop environment (without having to write program code), business analysts can do the following:

- Exchange business information and transactions in common and agreed formats with trading partners, internal business units and other business applications on the same or different computing platforms.
- Transform business information between XML, text and database formats.
- Invoke Web services, whether publicly available, published by trading partners or internal to your organization.
- Orchestrate the transport, transformation and other activities, pass variable data between them and apply conditional and structural directives to create multi-step business processes that can be executed and managed as a single unit.

A Sample Scenario

Let's look at how LANSa Composer lets you handle a sample scenario where your organization is required to periodically retrieve orders in an agreed XML format from your trading partner using FTP. More than one order document may be retrieved and must be processed to transform it from XML to your in-house Orders database.

This scenario can be easily implemented in LANSa Composer in three steps:

1. Create an FTP Configuration that specifies the addressing details and security credentials necessary to communicate with the trading partner via FTP.
2. Create a Transformation Map that specifies how to map from the orders in XML format to the internal database.
3. Create a Processing Sequence that combines the supplied FTP Activity with a loop that executes the Transformation Map for each received order document. →



LANSA Composer is a visual drag-and-drop application that lets business analysts map data between disparate formats and orchestrate business processes.

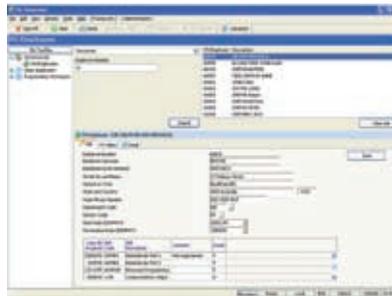


There's the **WRONG** way
there's the **RAMP** way
to modernize your System i applications

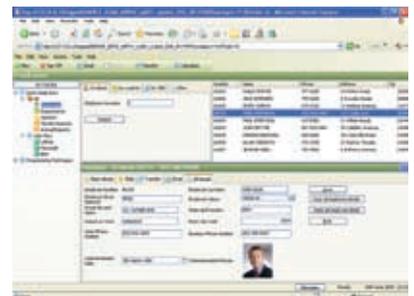
OR



Go from green screen...



to Windows or Web,



then modernize and extend.

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