

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



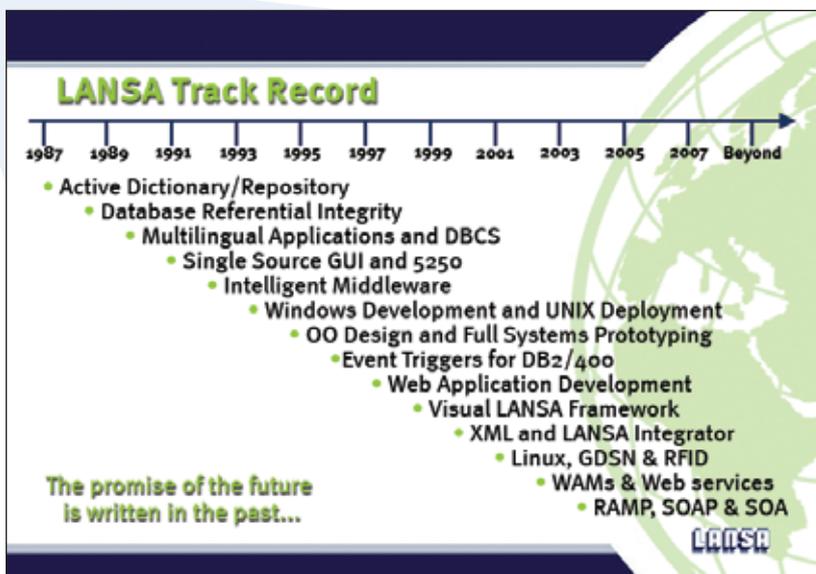
LANSA-based system, two other Canadian agencies – the **Catholic Children's Aid Society of Toronto (CCAS)** and the **Ottawa Children's Aid Society (CAS-OTT)** – are now LANSA customers and in the final stages of a joint project to implement a Child In Care system with the help of LANSA Services.

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.

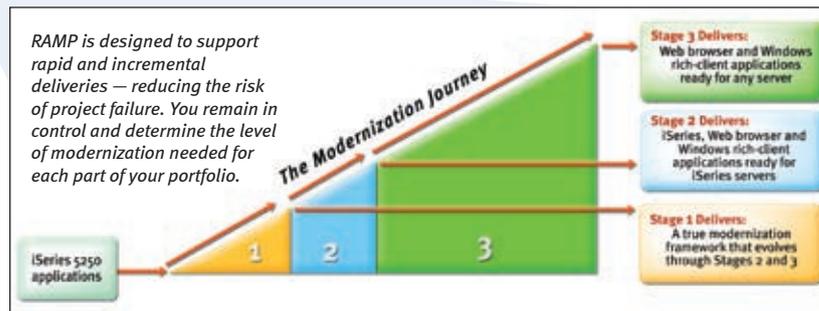
Peter Olsen, Genesys project leader at Gannett, said, "LANSA tools have let us keep up with major changes in the newspaper business with a minimum of developers and only a small IT staff at our newspapers. With a large software base running at over 90 daily newspapers, our only option is gradual evolution, 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.

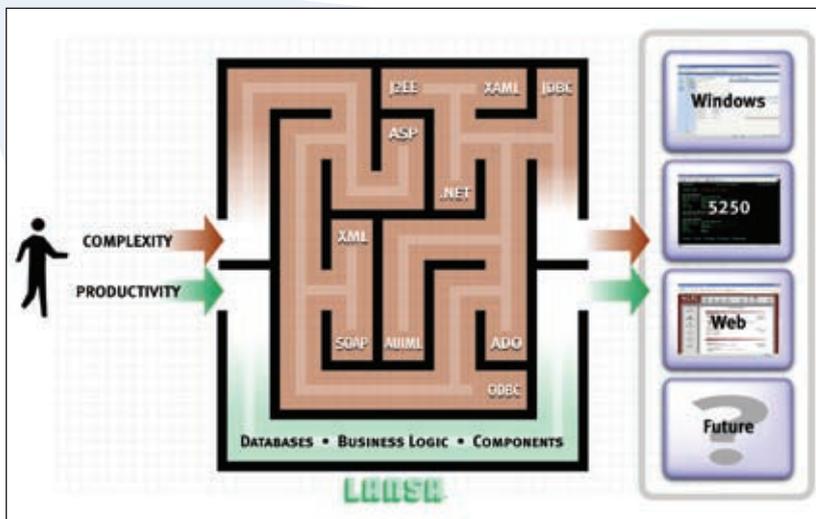
Bell Business Solutions Inc., formerly Nexlink Technologies Inc., based in Montreal, Quebec, Canada, has been a LANSABusiness Partner since 1993. Bell Business Solutions offers Scoopsoft, an integrated management system designed for the Wood Products and Mining industries used at over 350 sites in North 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."

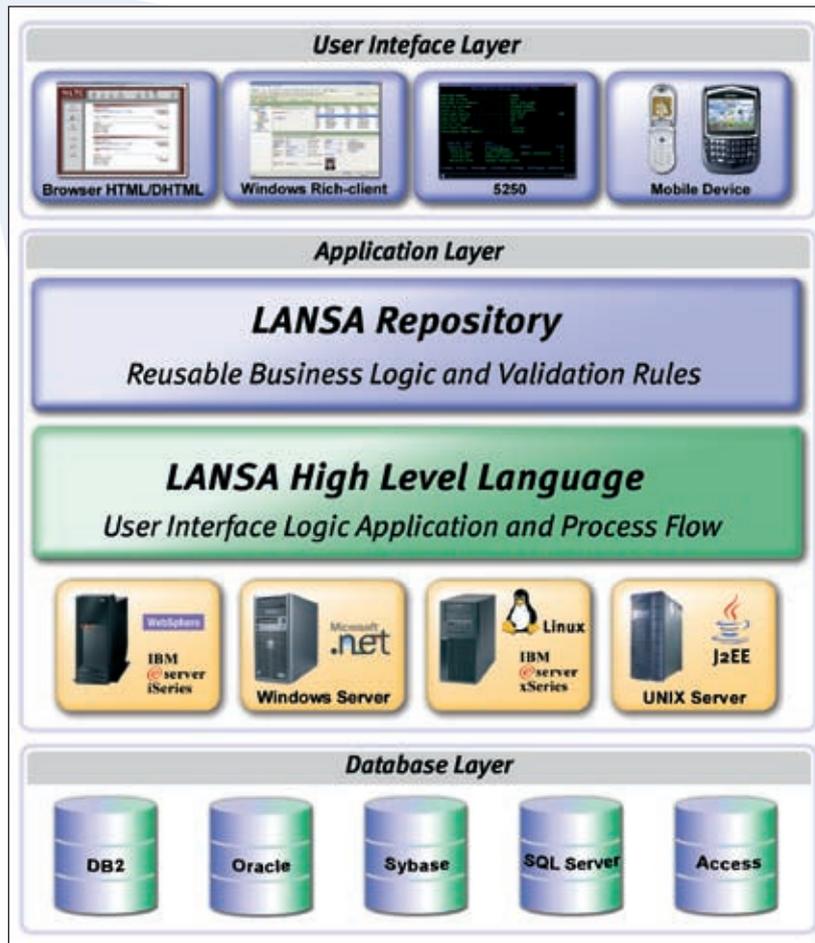
Rippe & Kingston Systems, a highly successful software solutions and services firm based in Cincinnati, Ohio, USA, is an IBM Premier Business Partner and a LANSA Partner since 1989. Rippe has used LANSA as an integral part of its services practice and for its packaged solutions that have many System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