

BUSINESS CHALLENGE

Deere & Company needed an integrated system to assemble customer quote, process purchase order, order customization and fulfillment, sales tracking, accounting and invoice processing

BUSINESS OBSTACLES

- Suite of VB applications had outgrown business requirements
- Rising support issues increased maintenance costs
- Built on old technology (VB5), the legacy system required a small installation on thousands of client machines
- System could be accessed only within the Deere network

GOAL

- Deliver flexible integrated application to meet growing business demands
- Integrate Direct Sales Group and its unique workflows with Deere enterprise systems-including accounting, ordering, and JIT (Just-in-Time) inventory
- Increase user productivity
- Reduce enterprise IT unit costs
- SOx Compliance: business checks & balances
- Move from an unsupported platform to a supported Deere IT platform
- Provision real-time business dashboards

PROCESS

- Development team created screen mock-ups to understand overall system interactions and create unified workflow
- User-based clinic feedback

SOLUTION

- Stabilize current VB applications to achieve short-term goals
- Plan for sunset of existing system
- Multi-phase development
- Rural sourcing and managed offshore delivery
- Personalization achieved via configurable options
- Thin client browser-based system

RESULTS

- Delivered a flexible and scalable system on-time and on-budget
- Delivered 15%-20% savings from day one and for the life of the agreement. Aquent has further driven out efficiencies in support and maintenance to create additional savings of more than 20%
- Achieved increased productivity and continuous improvement
- Consistently rated by client as being “easy to do business with,” specifically noting strong working relationships, service and commercial perspectives