General session

# Tackling IT & IBM i Backlog with Fractional Services

SILVEREDGE CONSULTING + FRESCHE SOLUTIONS

*Working together for your continued innovation and success…*

# Your Speakers Today

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# Housekeeping

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Rightsizing Your IT Team
with Application Support/Help Desk Services

# Today's Agenda

- Current challenges in the market
- Supporting IBM i (AS/400)
- A look at "fractional' resourcing
- Real customer IT staffing examples
- Q&A & Next steps

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**Goal:** Be the Go-To company for ALL your IBM i (AS/400, iSeries) needs

# IBM i (AS/400, iSeries) Staffing Challenges

Lack of staff and skills through retirement and attrition

Difficult and expensive to find and onboard people

Growing backlog, business critical enhancements

No time for new development; can't keep business competitive

Risk of loss of application knowledge

Lack of knowledgeable resources to work on new projects

Business continuity and mitigating risk

Recruiting and attracting new skills

**TOP CHALLENGES**

# Mitigating Risks in Uncertain Economic Times

- $700 Million US-based grocery chain had one RPG programmer to manage critical business application (billing and inventory)
- At the start of the pandemic, he announced plans to retire
- RPG programmer estimated at least 1-2 years for someone new to understand and document the application

**WHAT WOULD YOU DO?**

# Poll Question

# Where are the Missing Skills?

- IBM i (AS400, iSeries)
  - Help Desk & Support
  - Projects / Enhancements
- Custom/Package ERP Support
  - Infor, HFA, etc.
- Application / Portal / Conversion
- AS/400 Development
  - RPG PROGRAMMING (RPGIII/RPGLE/ RPGFree/AS/400 /.NET)
- Integrations with other systems
  - SAP, NetSuite, Dynamics, etc.
  - via Web services, SFtp, etc
- EDI (Setup, mapping, and integrations to ERP systems)
- Warehouse/Shipping/Forms/ Label (any add-ons to ERP)

# ERPs That Lack Market Skills/Knowledge

- **General ERP support**
  - Maintenance of legacy code
  - Custom development for new functionality
  - Integrations with other systems (Web services, SFtp, etc.)
  - Conversion support
  - General analysis, design, and programming.

- **IBM i (AS/400) ERP Systems**
- **PRMS**
- **INFOR XA/MAPICS**
- **INFOR LX/BPCS**
- **FRIEDMAN FRONTIER/HFA**

- **INFINIUM**
- JDE
  - Any 3rd Party ERP that runs on IBM i
  - Custom IBM i (AS/400) ERP systems

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# 3rd Party Technologies That Lack Market Skills

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

# Flexible Fractional Application Service Offerings

**Application Support**

Application maintenance

**Staff Augmentation**

Resource(s) on demand

**Managed App Services**

Outsource all of your IT

**Project-Based Services**

Web and database

**Fractional or Full time resources**



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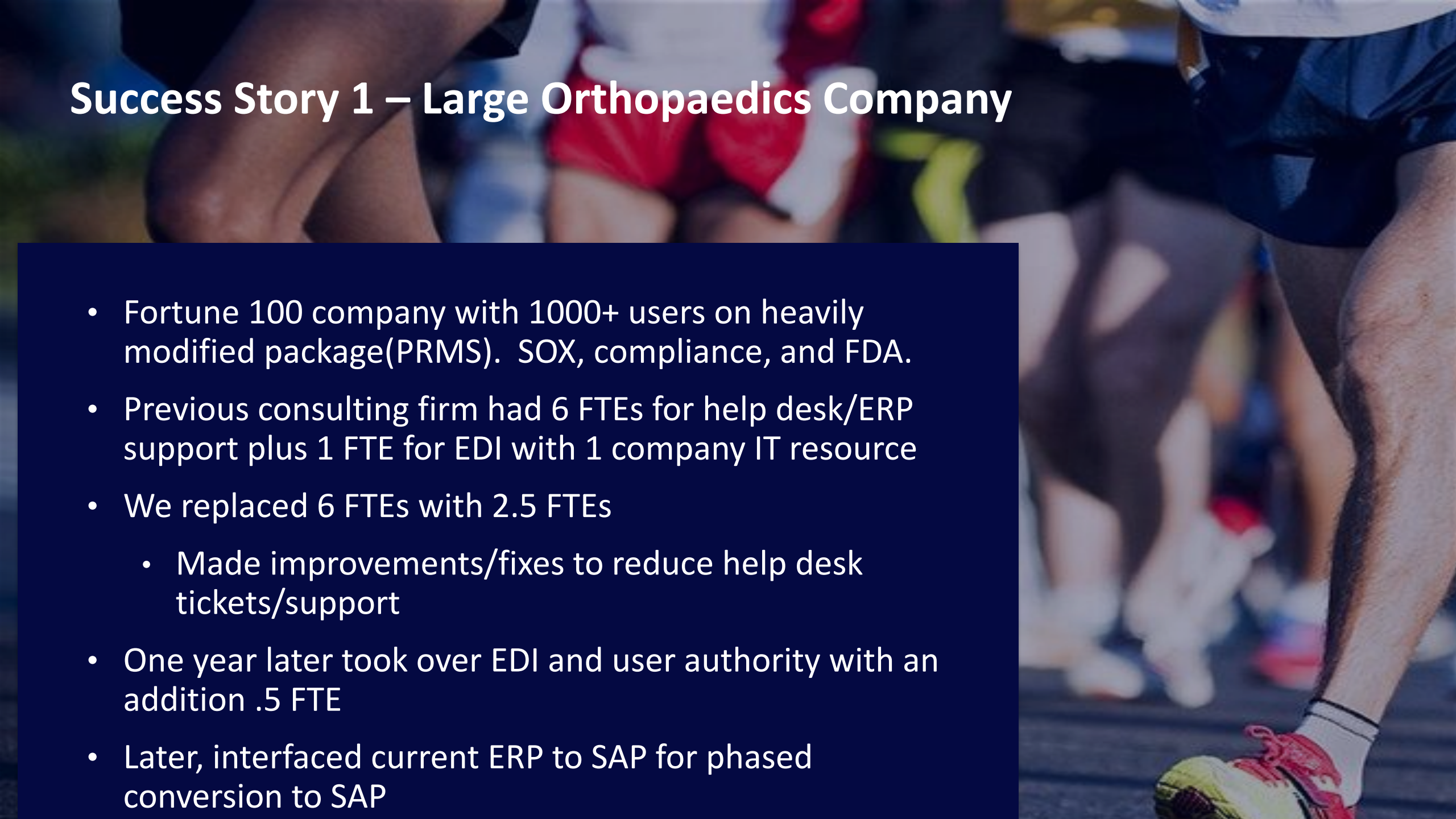
# Choosing The Right Sourcing Models

Hybrid delivery models can provide economies that scale and ability to right-size team and effort across IT.

# Success Story 1 – Large Orthopaedics Company



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

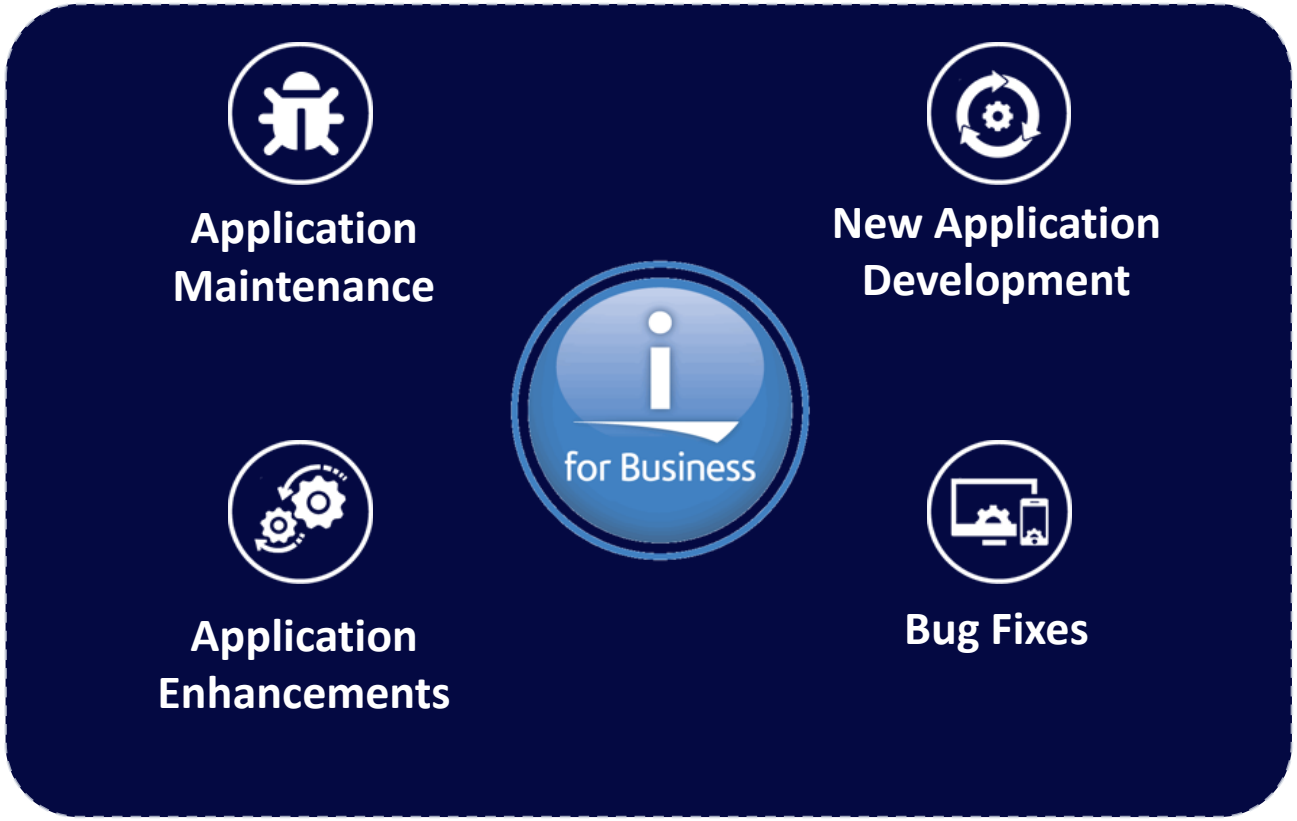
# Success Story 2 - Manufacturing

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

# Consultant Focus

- All have 25+ years experience on IBM i/AS400/iSeries
- Technically strong
  - All versions of RPG/CL
- Understand business and applications
  - Many have experience with multiple ERP packages
  - Many have experience with EDI, Warehouse management, and other add-ons to ERP systems
- Full SDLC life cycle
  - Requirements, design, coding, testing, documentation, support
  - Can communicate with all levels in a company

# Silveredge Services & Staff to Support Your Needs

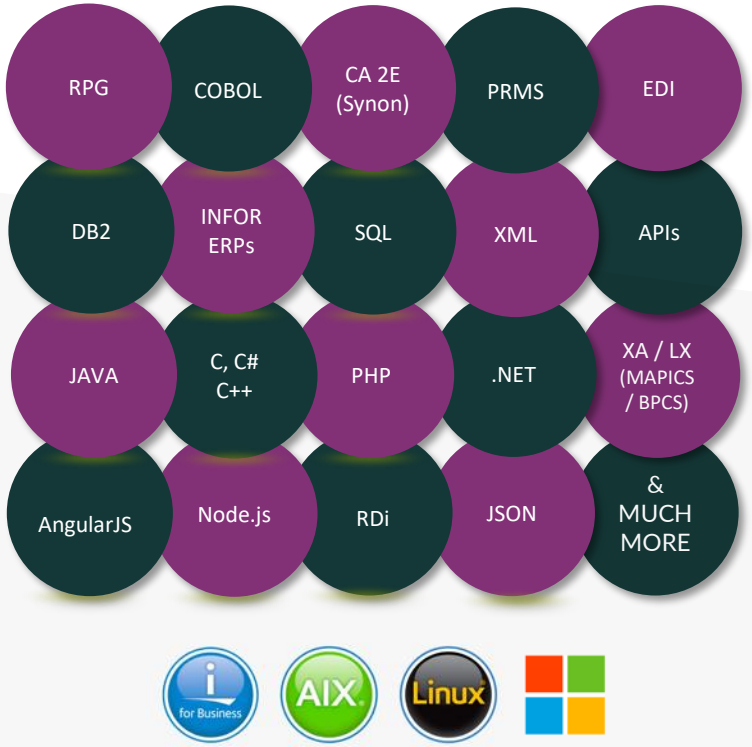



- Expert IBM i resources
- Quick access to scalable capacity
- Integrate into your team
- Proven people, tools and processes
- Flexible services delivery models

# Poll Question

# Staffing and Application Support & Development Services

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




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

**BUSINESS VALUE:**

- Replace Retiring Staff
- Get More Done
- Reduce IT Backlog

# Modernization, Managed Services & Infrastructure Experts

- Staffing and Application Services
- Cloud & Managed Services
- Business & IT Strategy
- Security & Compliance
- Modernization & New Digital Solutions
- Developer Productivity & Analysis

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# Who is FRESCHE SOLUTIONS

**2500+**
GLOBAL CLIENTS ACROSS ALL INDUSTRIES

**1000+**
IT STRATEGY & ROADMAPS DEVELOPED

**250+**
MANAGED SERVICES CLIENTS ENGAGED

**50+**
FORTUNE 500 CLIENTS SERVED

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

Canada's Top 100 Employers 2023 · AICPA SOC · ISO 27001 CERTIFIED A-LIGN · GDPR COMPLIANT · Gold Business Partner IBM · Authorized Systems and Storage Power Systems

# Next Steps

- Have a project or need a resource? Let’s talk.
- Want to explore more? Send an email to info@freschesolutions.com or our let us know on our exit survey
- Connect with us

**Questions?**

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