

FRESCHÉ

eBook

Tales of Modernization

Customer Success Stories

Fresche customers turn legacy into legend.

Turning decades of IBM i
investment into tomorrow's
innovation, without breaking
what works.

Meet our customers, the innovators and visionaries of IT modernization

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Trusted by over 2,200 organizations worldwide, Fresche helps businesses modernize IBM i with confidence.

Across industries, companies depend on IBM i to run their most critical operations. For many, these systems power essential operations, but green screens, outdated code, limited access to data, and shrinking talent pool create real barriers. The customer stories in this eBook show what it looks like to take control of these challenges—and turn it into opportunity.

Some replaced green screens with modern web and mobile interfaces. Others improved performance, strengthened security, or unlocked insights with better reporting. A few took bigger steps—adopted cloud, built APIs, or rebuilt core applications. No matter the path, the goal stayed the same: Keep what works. Improve what doesn't. Transform what's possible.

With deep IBM i expertise and a full suite of modernization solutions—UI and UX upgrades, code and database modernization, staff support, cloud, AI and more—Fresche supports every step of the IBM i modernization journey. No disruption. No shortcuts. Just real progress.



The Game-Changing Move That Enabled PriceSmart to Support 18% Growth

PriceSmart, the leading membership club across Central America, Colombia, and the Caribbean, serves over 3 million members through 47 clubs in 13 countries. Renowned for its affordable prices on premium products and services, PriceSmart drives \$4 billion in annual revenue. Its market leadership requires the company's full attention to design and implement scalable and resilient architectures to support its growth goals. PriceSmart turned to Fresche for solutions to modernize its systems and support its ambitious growth plans.



Fresche Services: Infrastructure Modernization, Disaster Recovery, IBM i Cloud Hosting, Power 10 Migration



We depend on Fresche to operate the beating heart of the company. The AS/400 running our ERP is where we do all of the accounting, financials, inventory management, and other critical things. The enhancement that Fresche has put into this, has allowed us to focus on member satisfaction.

Wayne Sadin
EVP & CIO, PriceSmart

The Challenge

PriceSmart wanted to expand its membership base and enhance operations across Central America, Colombia, and the Caribbean. As the region's largest membership club operator, its success relies on trust, value, and convenience. Members depend on PriceSmart for premium goods, services, and seamless, dependable experiences.

However, growth brings new challenges. Business critical systems, strain under new demands and operational inefficiencies become magnified, and system maintenance becomes less tolerated. All focus is where it should be—on customer satisfaction. The technology teams are under pressure to keep systems efficient, secure, and ready to support the company's goals. With an ambitious target of **15-18% annual growth**, PriceSmart sought a future-proof solution that could eliminate bottlenecks, enhance security, and enable agility.

The Solution

Fresche created solutions that prioritized reliability and scalability, with minimal disruption.

- 1 Cloud Migration and Disaster Recovery Overhaul:** Fresche migrated PriceSmart's IBM i infrastructure to a secure, Tier 4 cloud data center. This shift enhanced system resilience and ensured uninterrupted service. To reinforce disaster recovery, Fresche consolidated processes and implemented real-time replication to a secondary secure data center. This improved recovery time objectives (RTO) and recovery point objectives (RPO), to enable rapid system restoration and business continuity.
- 2 Performance Upgrades and Operational Efficiency:** To support PriceSmart's 15-18% annual growth, Fresche executed a live migration to Power 10 and V7R5. The transition optimized performance and prepared the business for sustained expansion. Additionally, new backup tools and automated processes ensured zero downtime. Fresche also addressed performance bottlenecks with targeted application remediation, fine-tuning critical LPARs to enhance overall system resilience.

The Impact

With Fresche's expertise, PriceSmart transformed its IT infrastructure, eliminated roadblocks to growth and strengthened business resilience.

Disaster recovery improvements ensured rapid system restoration, minimized downtime to preserve operational stability. This shift empowered the company to provide seamless service even during peak periods. The cloud migration gave PriceSmart the scalability needed to support its operations. With optimized performance and architectural upgrades, the company could efficiently handle increased demand.

Previously, routine backups posed risks of service interruptions. With zero-downtime backups, Fresche eliminated this challenge, reinforced member trust and ensured continuous service availability. As a result, PriceSmart's technology team could redirect its focus to core business initiatives.

The Results



Zero-downtime
backups



Improved disaster
recovery



Seamless Power
10 migration



Scalable infrastructure
supports 18%
annual growth



Winsupply's Strategic Modernization: A Data-Driven Approach to Scalability and Performance

Winsupply is a leader in residential and commercial construction materials distribution, and supports hundreds of independently owned locations across the U.S. The company thrives on operational efficiency, but as its growth accelerates, so do the demands on its IT systems. To scale effectively and maintain long-term stability, Winsupply turned to Fresche for a smarter approach to modernization.

Fresche Service: IBM i Code and Database Modernization

With a future-ready system in place, Winsupply saved millions in unnecessary costs while setting itself up for long-term growth. The new framework now supports the company's expansion plans, ensures it can scale to 800+ locations and reach its **\$10 billion revenue goal without being constrained by outdated technology.**

The Challenge

Winsupply had ambitious plans to grow from **600 locations to more than 800 and sought to double revenue from \$4 billion to \$10 billion by 2030**. However, its homegrown RPG-based system was a roadblock. Each location operated on a separate database, which made data management complex and slowed down operations. The company also faced a workforce challenge: its RPG developers planned to retire, and new talent with legacy skills was hard to recruit.

Previous efforts to modernize through a full RPG application rewrite failed. Two separate Proof of Concepts (POCs) proved that a full system rewrite would be slow, costly, and ineffective. With the need for performance, scalability, and a sustainable workforce solution, Winsupply partnered with Fresche to chart a new course.

The Solution

- 1 Unified Data For Efficiency:** Fresche's priority was to consolidate Winsupply's fragmented databases into a single, scalable architecture. With 1,400 tables and thousands of applications scattered across multiple systems, the team executed a seamless migration of **40TB of ERP data**. The transition was completed without disruption to business operations, creating a unified and more efficient system.
- 2 Optimized Performance:** Fresche restructured data workflows, optimized processes, and eliminated long-standing system bottlenecks. These enhancements dramatically improved system response times and created a high-speed, reliable infrastructure that worked seamlessly across all locations.

To ensure sustainability, Fresche introduced best practices for IT development, improved documentation, and cleaned up outdated data. A structured roadmap equipped Winsupply's IT team to maintain and enhance the system without reliance on RPG expertise, which helped avoid costly changes and ensured long-term efficiency.

The Impact

Winsupply's modernization transformed its IT landscape. The successful migration of **40TB** of data created a streamlined and scalable system that improved overall efficiency. **The optimized infrastructure increased application speeds by 38%**, which reduced response times from several seconds to under 700 milliseconds.

With a future-ready system in place, Winsupply saved millions in unnecessary costs while setting itself up for long-term growth. The new framework now supports the company's expansion plans, ensures it can scale to 800+ locations and reach its \$10 billion revenue goal without being constrained by outdated technology.

The Results



**40TB of data
migrated
seamlessly**



**38% faster
applications with
quicker response times**



**Millions saved
by avoiding
costly rewrites**



**Scalability unlocked
to support
future growth**



Cencosud Scotiabank Achieves Seamless IBM i Separation with X-Analysis

Cencosud Scotiabank, the retail financial division of Cencosud Holding, is a leader in credit card operations management in Chile. The company oversees a vast portfolio of cardholders linked to its supermarket chains, department stores, and home improvement centers. As a major player in the financial sector, it continuously seeks technological advancements to enhance efficiency and comply with regulatory mandates.

Fresche Services: IBM i System Separation, Application Migration

With strict segmentation rules, we ensured that every application remained intact and consistent within the new environment. The collaboration between technology and expertise allowed Cencosud Scotiabank to complete the separation efficiently. The result was a high-quality infrastructure, free from shared dependencies, built for security and long-term success.



The Challenge

Cencosud Scotiabank undertook a strategic and regulatory initiative called the AS/400 Separation Project (also known internally as the Minga project) to have its own IBM i server infrastructure. This project was part of the company's digital modernization process and carried out in accordance with regulations from the Commission for the Financial Market (CMF).

A key challenge was the migration of all IBM i applications while ensuring a clear separation of systems and files previously shared between Cencosud Holding and the Scotiabank division. The project required a deep understanding of system dependencies, data structures, and application hierarchies to avoid operational disruptions. Cencosud Scotiabank needed a solution that could automate and streamline the separation while preserving system integrity.

The Solution

Cencosud Scotiabank needed clarity and precision to move forward with confidence.

1 Application Analysis: To understand the full scope of separation, the company turned to Fresche Solutions' X-Analysis. This tool mapped out system structures and relationships and uncovered critical dependencies that could not be overlooked. With a clear, interactive view of how applications connected, the team identified the necessary adjustments to execute a seamless transition.

2 Expert Implementation: Fresche also provided the technical expertise needed to divide the systems. Our team implemented a structured approach to separate applications at both the logical and physical levels.

With strict segmentation rules, we ensured that every application remained intact and consistent within the new environment.

The Impact

The collaboration between technology and expertise allowed Cencosud Scotiabank to complete the separation efficiently. The result was a high-quality infrastructure, free from shared dependencies, built for security and long-term success.

With its own IBM i infrastructure, Cencosud Scotiabank now operates independently, free from reliance on shared systems. This autonomy strengthens its ability to adapt to regulatory changes, improve security, and enhance operational control.

Additionally, the streamlined system architecture has resulted in greater efficiency and has also reduced the complexity of IT management. The project met compliance requirements and set a precedent for large-scale digital transformation initiatives within the company.

The Results



**Faster system
migration**



**Improved compliance
readiness**



**Enhanced operational
efficiency**



**Successful project
completion ahead
of schedule**



Mobile-Friendly IBM i Analytics Help Health Care Providers Make Better Decisions

MedAxiom, a leading cardiovascular performance community in the U.S., equips healthcare providers with precise data to drive efficiency and smarter decisions. MedAxiom, its powerful cardiovascular-specific database and web-based analytics tool, serves as a key resource for members. It allows them to compare performance, adjust staff levels, and allocate resources with precision. First built in 2006 through a partnership with Fresche, MedAxiom has grown over time, with the latest version designed for mobile access and streamlined user experience.

Fresche Services: Web Application Development, UI/UX Modernization



We've worked with Fresche for many years since the first iteration of MedAxiom. We decided to continue our relationship with Fresche because of the great work from their development and project management team, as well as the great experience we had in collaborating with the Fresche team.

Shawn Smith
Director of IT, MedAxiom



The Challenge

As MedAxxess grew, so did the expectations of MedAxiom's members. Healthcare professionals needed instant access to critical analytics, but the legacy system wasn't designed with modern usability in mind. Navigation was cumbersome, which made it difficult for users to find and interpret key data points.

The lack of mobile compatibility meant that members couldn't easily access insights on the go, forcing them to rely on desktop computers even in fast-paced clinical settings. Reporting was another pain point—generating and exporting data for presentations was time-consuming, making it harder for members to share findings with their teams. MedAxiom knew that to keep up with the new needs of its members, the platform needed a complete overhaul that not only improved accessibility and efficiency but also set the foundation for future growth.

The Solution

A modern, mobile-friendly experience built for the future:

- 1 Intuitive Design & Enhanced Usability:** Fresche redesigned MedAxxess with a streamlined, mobile-responsive interface powered by Bootstrap. The improved navigation made it easier for members to select filters and analyze data on any device. The team also introduced interactive dashboards, which allowed users to generate reports and export insights directly to PowerPoint for seamless sharing.
- 2 Stronger Security & Scalable Architecture:** To address security and customization needs, Fresche implemented an advanced access control system using WebSmart and Nexus Portal. This enabled MedAxiom to assign user-specific permission and ensure secure access to sensitive data. A structured OLAP database powered analytics, enabling real-time benchmarking across 800 key metrics.

Fresche ensured that every enhancement enabled a more agile and powerful analytics platform.

The Impact

With MedAxxess 3.0, MedAxiom members now have a faster, more user-friendly platform that adapts to their workflows. The redesigned interface **allows users to pull insights effortlessly and helps them make informed decisions in less time.** Whether on a desktop, tablet, or phone, members can now interact with data in a way that fits their needs.

The enhanced security model has also transformed how MedAxiom manages access. Organizations can customize permissions down to the individual measure and ensure that sensitive financial and operational data is only available to the right users. This flexibility has made MedAxxess an even more valuable tool for decision-making and regulatory compliance.

The Results



Modern, mobile-friendly interface



Enhanced data security and user access controls



Faster, more intuitive reporting and analysis



Seamless export of insights to PowerPoint



Bellamy Transforms Legacy Software with a Modern Interface and Cloud-Based SaaS

Bellamy Software helps municipalities and school districts streamline operations with integrated financial, HR, and service management solutions. Their core applications, built on RPG, have long been a trusted choice for clients. But as competitors introduced modern interfaces, Bellamy faced new challenges.

Fresche Services: Cloud Hosting Services



It's easier to train as many of the new staff are already familiar with web applications and not with text-based screens. Most customers are now set up to receive their reports via e-mail on the SaaS server, thus reducing the amount of time we need to train users on how to work with output queues. We find the majority of our customers prefer this method as they can decide whether they need to physically print, or they may simply save the PDF.

Mike Paradis
Chief Architect, Bellamy Software



The Challenge

Bellamy's powerful RPG-based applications worked well, but their 5250-interface looked outdated. Competitors with graphical user interfaces gained traction, which made Bellamy's software seem old-fashioned.

Beyond aesthetics, potential customers hesitated to buy due to the high costs of on-premises infrastructure. Small and mid-sized organizations struggled with upfront hardware investments, which limited Bellamy's market reach.

Despite these hurdles, Bellamy knew they had a great footprint. Their solutions were powerful, comprehensive, and well-integrated. The challenge? Modernize the interface and remove cost barriers—without starting from scratch.

The Solution

Bellamy identified two main projects to overcome their core challenges:

- 1 A Modern, Graphical Interface:** The goal was to enhance usability—improve navigation, integrate desktop features, and enable automation. A sleek, intuitive UI would make onboarding easier and boost productivity.
- 2 A Cloud-Based SaaS Offering:** Bellamy sought to remove the cost barriers that discouraged smaller organizations. By eliminating hardware costs, they could offer a more accessible, cost-effective solution for small and mid-sized organizations.

Bellamy chose Fresche to achieve both goals. The interface was modernized while the years of RPG development stayed intact. They also used IBM i servers at a secure, high-performance third-party facility to ensure reliability and scalability.

The Impact

The modernization effort transformed Bellamy's customer experience. Clients quickly adapted to the new interface and appreciated its ease of use. New customers who had previously hesitated due to the software's outdated appearance were now more inclined to adopt the system.

The introduction of a cloud-hosted option made Bellamy's software more accessible to organizations that previously struggled with infrastructure costs. Smaller municipalities and school districts could now implement Bellamy's solutions without large upfront investments. This broadened the company's market reach and made it a more competitive option against newer solutions. With minimal disruption to existing workflows, Bellamy successfully evolved its offering and also maintained the strong reputation it had built over the years.

The Results



Increased sales
and customer
adoption



Stronger appeal
to small and mid-sized
organizations



Improved user
experience and
onboarding



Seamless transition
with minimal
disruption



Borough of Chambersburg Transforms Utility Services with Fresche

The Borough of Chambersburg, a local government entity, provides essential utility services—including electricity, water, and gas—to its residents. As a community-focused organization, the Borough aimed to modernize its utility billing and payment system to enhance convenience for residents and streamline operations for employees. Beyond utility payments, the Borough also processes payments for parking tickets, snow removal, and noise violation fines.

With secure and flexible payment options, residents can now pay using various digital methods. The modern web-based interface has also simplified navigation for customers and reduced training time and costs for employees, especially for entry-level positions with higher turnover.

Fresche Services: Custom
Software Development





The Challenge

The Borough faced several challenges that affected both residents and employees. Customers were required to visit the Borough office in person to create a utility account, make payments, or sign up for budget billing, which caused inconvenience.

Employees relied on manual processes to assist customers, which led to delays and inefficiencies. Without real-time visibility into their balances and past billing data, customers struggled to stay on top of their utility payments.

Borough needed a secure, user-friendly payment system to meet modern digital payment demands. The database structure also posed issues. The system did not effectively organize data for multiple-property owners, resulting in inconsistencies. Some billing information was also removed after each cycle, making it hard to track past payments.

The Solution

Borough of Chambersburg partnered with Fresche to address these challenges:

1 Self-Service Portal: Fresche developed a modern self-service portal that allows residents to view balances, make payments, manage billing preferences, and track meter readings online. The database was also restructured to store multiple-property owner information more efficiently.

2 Comprehensive Dashboards: Employees benefit from a secure, comprehensive dashboard that allows them to quickly retrieve customer records and transactions. With the new system, employees can replicate a customer's experience, allowing them to quickly identify and resolve issues during phone support.

These improvements were implemented with minimal impact and without requiring recompilation of existing programs.

The Impact

The new portal has significantly improved both customer and employee experiences. Residents now have 24/7 access to their billing and payment details, eliminating the need for in-person visits. To enhance security, the Borough can now implement two-factor authentication for portal accounts.

Improved data management ensures that customer details are stored consistently and accurately. Customers and landlords can also access a detailed breakdown of billing history, transactions, and meter readings, with visual charts for improved understanding. Billing details that were previously lost after each billing cycle are now properly stored.

With secure and flexible payment options, residents can now pay using various digital methods. The modern web-based interface has also simplified navigation for customers and reduced training time and costs for employees, especially for entry-level positions with higher turnover.

The Results



**24/7 online
account access**



**Faster customer
support resolution**



**Secure and flexible
payment options**



**Improved data
accuracy and
consistency**



JF Fabrics Solves IBM i Staffing Challenges with Fresche

JF Fabrics is a leading Canadian distributor of home decorative fabrics, tapes, trim, drapery hardware, wallcoverings, and area rugs. With a diverse customer base of over 15,000 retailers, designers, upholsterers, and manufacturers worldwide, the company relies on an IBM i-based ERP system to manage critical business functions. Originally written in COBOL, the system later incorporated RPG programs and graphical UI to improve usability.

Fresche Services: Staff Augmentation, Application Support



Finding new resources is a big challenge. How do we find people with the right skills for our needs? With Fresche, we now have an entire company specializing in the IBM i environment, offering tools, deep expertise, and skilled analysts. Instead of searching for individuals with specific skills, we can focus our energy on the future.

Julie Lacapruccia

Vice President of Operations,
JF Fabrics



The Challenge

As JF Fabrics grew, its IT department faced increasing demands to support business expansion, new sales channels, and system integrations. Key IBM i staff planned to leave, putting the continuity of their IBM i system at risk. At the same time, IT faced issues such as unresolved system updates, integrations, and expansion requests.

Beyond retiring staff replacement, JF Fabrics wanted to prevent dependence on a small group of individuals. Their ERP system, highly customized for a diverse clientele, required specialized knowledge that would take new hires considerable time to acquire. Additionally, the company aimed to gradually modernize its IBM i system to incorporate web and mobile-friendly capabilities.

The Solution

JF Fabrics trusted Fresche's Staff Augmentation and Application Support services to solve these challenges.

1 Gain Deep System Knowledge: The engagement began with a rapid Discovery phase, where Fresche conducted interviews, shadowed employees, and analyzed code to gain a deep understanding of JF Fabrics' business, users, and applications. A key part of this process involved Fresche's X-Analysis suite, which documented the IBM i applications and exposed the embedded business rules.

2 Seamless Integration and Support: With this knowledge, Fresche quickly became an integral part of JF Fabrics' IT team. Using X-Analysis as a core tool, Fresche accelerated onboarding, improved development workflows, and enhanced testing processes. The team handled system support, developed new features, and provided expertise to optimize operations.

Fresche also introduced structured processes to improve efficiency.

The Impact

With Fresche's support, JF Fabrics significantly reduced its IT backlog, which allowed the company to focus on business growth without system constraints. Fresche's deep expertise in IBM i applications ensured that JF Fabrics had the right resources to handle ongoing maintenance, enhancements, and new development efforts.

More importantly, the partnership provided business continuity. JF Fabrics no longer had to worry about loss of critical IT knowledge, as Fresche's team and proven methodologies ensured stability. The IT department could now shift from reactive problem-solving to strategic planning to focus on modernization initiatives without disruption to daily operations.

With new coding standards, document-sharing tools, governance reviews, and performance dashboards, Fresche ensured that JF Fabrics gained a long term, scalable solution for its IT needs.

The Results



Reduced IT
backlog



Seamless system
support



Improved operational
efficiency



Stronger foundation
for modernization

Iron Valley Uses WebSmart to Develop a Competitive Online Presence

Iron Valley Supply Co. is a leading distributor of premier outdoor adventure products. The company partners with top manufacturers to provide dealers with the latest gear, competitive pricing, and extensive product selection. As a trusted supplier in the adventure culture, Iron Valley also supports its dealers with tools, training, and merchandising expertise to drive success.

Fresche Services: Custom
Web Development



The level of skill, service and professionalism that Fresche has provided has been outstanding by all measures. I can't emphasize enough the importance of professional project management. It was very important to have a good leader to manage the development and keep the project on time and on budget.

Todd Glassford
IT Director, Iron Valley

The Challenge

Iron Valley's online shopping cart had become outdated and difficult to maintain. Originally built on a Windows platform in 1997, the system lacked the flexibility and efficiency required for modern eCommerce. As their business grew, maintaining two platforms—Windows for eCommerce and IBM i for core operations—became increasingly complex and costly.

The company needed a solution that would simplify system management, enhance the shopping experience, and provide real-time inventory access. Dealers required a responsive and intuitive website that allowed them to quickly find products, place orders, and manage their accounts with ease.

The Solution

Iron Valley partnered with Fresche to develop a mobile-friendly eCommerce website that replaced the Windows application.

1 Seamless eCommerce Integration: Fresche's web development team built a new mobile-friendly eCommerce application using WebSmart PHP. The platform integrated directly with Iron Valley's DB2 database, ensured real-time access to inventory and order data. Its responsive design optimized the user experience across desktops, tablets, and mobile devices, and allowed dealers to browse and order effortlessly.

2 Enhanced Capabilities: The new system introduced advanced search functionality, which enabled dealers to quickly locate products within Iron Valley's vast inventory.

Additional features such as saved shopping carts and self-service reports allowed customers to review past orders, track shipments, and manage their accounts with minimal friction.

The Impact

With this transformation, Iron Valley now operates a streamlined, cost-effective eCommerce platform that supports business growth.

The launch of the new website was seamless, with no disruption to business operations. Within the first 24 hours, **website traffic increased significantly**, and customer service calls dropped to zero. Dealers immediately noticed the improved search and ordering experience, which eventually led to faster transactions and greater efficiency.

Feedback from customers has been overwhelmingly positive, with many noting that the platform is one of the best distributor websites they have used. The project was delivered on time and within budget, reinforcing Iron Valley's reputation for innovation and customer-centric service.

The Results



**90% increase in
website traffic**



**Zero support
calls after launch**



**Faster, easier
ordering for
customers**



**Reduced
maintenance costs
and complexity**



Mitsubishi FUSO Streamlines Dealer Operations with Fresche

Mitsubishi FUSO is the North American distributor for medium-duty trucks. The company imports, sells, and supports trucks and spare parts for businesses with diverse transportation needs. With nearly 200 dealerships across the U.S. and Canada, Mitsubishi FUSO needed a modern, reliable extranet portal to streamline dealer transactions and ensure efficient business operations.

Fresche Services: Application Development, Knowledge Transfer, Staff Training



We never met with Fresche in person before this, but the project management was very smooth. They produced very good quality programs quickly, having had little time to get to know our business. They were responsive to our deadline. They worked nights and weekends to help us meet a critical deadline.

Jim Peary
Director of Corporate Systems,
Mitsubishi FUSO



The Challenge

Mitsubishi FUSO needed a new extranet portal for its truck dealers to replace an existing system that had been in place for years. The new system had to be fully functional from day one to meet high expectations for reliability and performance. Dealers relied on this portal for critical business operations, such as vehicle availability inquiries, order placement, and warranty claims. Any delays or inefficiencies could disrupt sales and service operations.

The development timeline was aggressive, and Mitsubishi FUSO's programming team was still learning WebSmart. While they adapted quickly, they needed additional expertise to meet the project deadline. The scope of the project required multiple development phases, including vehicle tracking, parts order processing, and recall management.

The Solution

Mitsubishi FUSO turned to Fresche to bridge the gap, ensuring a smooth transition to the new portal.

- 1 Seamless Integration with ERP:** Fresche's team worked closely with Mitsubishi FUSO to develop WebSmart applications that fully integrated with the company's ERP system on IBM i. This allowed real-time transactions, ensured dealers could instantly access critical data on vehicle availability, place orders, and manage claims. The portal covered functions such as vehicle tracking, pre-delivery inspections, and recall management.
- 2 Flexible Development and Collaboration:** Mitsubishi FUSO's detailed project specifications enabled Fresche to start development without delays. Each phase kicked off with a web conference call, followed by weekly progress reviews that involved both teams. Fresche's flexibility proved invaluable when requirements evolved mid-project. Regular feedback loop ensured rapid adjustments and kept the rollout on track.

After the successful rollout of FUSOnet, Fresche conducted technical reviews of the applications to train Mitsubishi FUSO's programmers. These web-based training sessions helped the in-house team develop advanced WebSmart skills to maintain the portal independently.

The Impact

With Fresche's support, Mitsubishi FUSO successfully launched a sophisticated extranet portal that met all expectations. Dealers now have real-time visibility into trucks and parts availability, which has significantly improved transaction efficiency.

The streamlined portal enhanced dealer experience, enabled seamless order placements, warranty processing, and vehicle tracking. The intuitive design and smooth functionality mean dealers spend less time navigating systems and more time serving their customers.

Mitsubishi FUSO's partnership with Fresche turned a challenging transition into a success story and delivered a future-proof solution that continues to drive operational excellence.

The Results



Real-time dealer transactions



Faster, more efficient order processing



Improved warranty claim management



Enhanced in-house WebSmart expertise



Veolia Modernizes Waste Management Systems with WebSmart

Veolia Environmental Services, a subsidiary of Veolia Environment, is a leader in hazardous waste management across the U.S. and Puerto Rico. The company operates under strict government regulations to ensure safe and efficient waste handling, which requires a robust IT infrastructure to track materials from collection to final disposal. With an outdated IT system and disparate applications inherited through acquisitions, Veolia sought a modernization strategy to unify operations and improve efficiency.

Fresche Services: IBM i Modernization, Application Development, Integration Support



I think it's working out pretty well. Maybe too well. We have users asking for more, and the Fresche's WebSmart has a lot to offer that we want to take advantage of. So, one of the reasons we liked WebSmart was because all our coding was in RPG – we're an RPG shop – and we wanted something that we could easily migrate to. If you're switching from RPG to Java* or .NET, the learning curve would be very high. That's not the case with WebSmart.

Dail Earl
Manager of Business Applications,
Veolia



The Challenge

Hazardous waste management demands precise tracking and compliance with strict environmental regulations. Veolia needed to document every step of waste processing to ensure that materials were either safely disposed of or repurposed. However, their IT landscape was fragmented. Legacy RPG applications lacked proper documentation, and key developers had long since left the company. Meanwhile, some acquired applications lacked source code, which made integration a challenge.

Furthermore, Veolia users viewed green-screen interfaces as outdated and cumbersome. The company wanted a more modern, web-based solution that would allow seamless integration of its existing systems and enhance usability.

The Solution

Veolia needed a practical solution that wouldn't disrupt operations but could still drive long-term efficiency. Fresche's WebSmart provided the ideal path forward.

1 Modernization Without Disruption: Instead of legacy RPG applications replacement, WebSmart allowed Veolia to extend and enhance them with modern web interfaces. This approach ensured continuity and also introduced greater flexibility. WebSmart applications integrated directly with RPG programs, preserving business logic.

2 Incremental Integration: With an incremental modernization strategy, Veolia's IT team rolled out applications in phases. WebSmart's modular nature enabled them to reuse components across multiple applications, which reduced development time. This also allowed a gradual transition from legacy systems, mitigated risk and ensured a smooth migration to IBM Power Systems 525.

With WebSmart, Veolia built over 50 new applications that seamlessly interacted with existing RPG systems. The Approval Module and Waste Information Profile applications were key milestones. They enhanced tracking and approval processes without a full system overhaul.

The Impact

With WebSmart, Veolia significantly improved operational efficiency and user experience. Employees could now access applications via a web browser, eliminating the need for outdated green screens. This modern interface improved usability and also reduced training time for new employees.

The phased approach to modernization allowed Veolia to minimize downtime and achieve quicker returns on investment. The ability to reuse application components streamlined development, allowed faster deployment of new features. The company's small IT team could now efficiently manage modernization efforts without heavy reliance on external consultants. Most importantly, Veolia avoided IT disruptions, ensured uninterrupted compliance with environmental regulations, and equipped itself for future growth.

The Results



Seamless
integration of RPG
applications



Modern web-based
user interface



Faster application
development and
deployment



Reduced reliance
on external
consultants



X-Analysis Accelerates IBM i Modernization for Royal Caribbean

Royal Caribbean, one of the world's largest cruise lines, has operated on IBM i for decades. This system handles critical functions, including accounting, sales, and inventory management. After two decades of evolution, the company decided to update its technology to support long-term growth. The plan involved upgrading applications while keeping operations stable on IBM Power servers and the IBM i environment.

Fresche Service: IBM i Modernization



X-Analysis is very valuable in understanding how to carve up the existing monolithic and procedural system into a services model. Understanding relationships leads to making the right decisions.

Ryan Smith
IBM i Modernization Specialist,
Royal Caribbean



The Challenge

Royal Caribbean's reservation system held more than 7 million lines of RPG code. Over two decades, developers modified and expanded it countless times, layering different versions of RPG on top of each other. This created a complex structure where every change intertwined with past updates.

The code sat in a monolithic structure, with interdependencies hidden deep inside. Without a clear view of how programs and data connected, any modernization effort risked disruption. Manual analysis could take years, demanding significant resources with no guarantee of accuracy. A faster, automated approach was the only viable path forward.

The Solution

Royal Caribbean turned to Fresche to solve these challenges:

- 1 Discovery with X-Analysis:** To simplify the process, Royal Caribbean implemented X-Analysis from Fresche Solutions. This powerful tool automatically scans the system, generates reports that map out objects, programs, and files. It also seamlessly identifies critical relationships within the data structure.
- 2 Breaking the Monolithic Structure:** With X-Analysis, the IT team gained a clear picture of the reservation system's architecture. Instead of labor-intensive manual assessments, they could now efficiently classify programs and data, and group them into logical components. This process transformed their monolithic system into a modular, services-based model.

Royal Caribbean's IT staff also worked alongside Fresche consultants to learn how to leverage X-Analysis effectively. As the project progressed, they became proficient in using the tool to analyze, document, and plan modernization efforts – to ensure the knowledge stayed in-house for future phases of the initiative.

The Impact

Royal Caribbean eliminated uncertainty in its modernization efforts, thanks to X-Analysis. The IT team quickly mapped the reservation system and uncovered relationships between programs, data, and business functions. This new level of clarity helped the team move forward with confidence, reduced manual effort and eliminated errors.

With a structured framework in place, Royal Caribbean established a repeatable process for future modernization. IT teams now assess applications efficiently and avoid the risks that come with outdated, undocumented code. The result: a streamlined approach that ensures every decision aligns with business goals.

The Results



**Reduced manual
discovery efforts**



**Decision-making
improved with
precise insights**



**IT teams gained
control over
modernization**



**A structured
roadmap for
long-term success**



From Green Screen to a Modern Graphical User Interface (GUI)

Adidas, a global leader in sportswear and athletic footwear, was founded in 1920 by Adi Dassler, a German entrepreneur with a vision to create the best sports shoes available. Over the years, Adidas has grown into one of the most recognized brands in the world. As the company evolved, so did its technological needs. To maintain efficiency and innovation in its operations, Adidas sought to modernize its internal system and ensure seamless integration with existing applications.

Fresche Services: GUI
Modernization, Integration



Our end users are very happy with the convenience and added functions that we have provided them with. They love the seamless integration with Microsoft Office and now think the System i is wonderful!

B.H. Lee
Team Leader



The Challenge

Adidas faced significant challenges with its outdated system, which relied on a green screen interface and text-based commands. The lack of a user-friendly interface slowed down operations and impacted overall efficiency.

Additionally, the system lacked seamless integration with modern desktop applications like Microsoft Office. Employees had no simple way to export data, generate reports, or connect workflows across different tools. Routine work took longer than necessary, and errors became common due to manual steps that should have been automated.

The Solution

Adidas implemented Fresche's IBM i modernization suite to transform its outdated interface into a user-friendly, web-enabled platform:

- 1 A Modern, Graphical Interface:** The new graphical user interface (GUI) significantly improved system usability without any modifications to the backend code. This ensured a smooth transition for employees and preserved existing business logic.
- 2 Integration with Modern Applications:** Beyond aesthetics, the modernization suite enabled seamless integration with Microsoft Excel, Word, and other essential applications. Employees could now export data effortlessly, generate reports more efficiently, and automate tasks that previously required manual input.

The enhanced connectivity reduced operational friction and allowed teams to work more productively without the burden of complex workarounds.

The Impact

With the introduction of a modern GUI, Adidas employees experienced a significant improvement in system usability. The elimination of text-based commands simplified daily tasks, and enabled employees to focus on higher-value activities rather than struggling with an outdated interface.

Additionally, the new system fostered a culture of innovation within Adidas. Employees identified new ways to leverage the enhanced platform. The ease of integration with Office applications enabled seamless data management and reporting. Over time, these enhancements not only improved individual efficiency but also contributed to broader operational improvements across the company.

The Results



Enhanced user
experience with a modern
graphical interface



Seamless integration
with Microsoft
Office tools



Improved efficiency
and productivity
across operations



Increased user-driven
innovation and
workflow enhancements

About Fresche

Innovators in AI-powered IT modernization, Fresche manages and maximizes the value of IBM i and Microsoft Azure business-critical systems to reduce technical debt. Our market-leading IP and proven solutions in Modernization, AI and Data Analytics, KTLO and Cloud Managed Services have earned the trust of global leaders from **2200+** companies.

Reimagine your IT challenges into future growth and innovation with Fresche Solutions.

Learn more at www.freschesolutions.com

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Modernization
and Innovation.**
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