

### From our clients' perspective



### **PHILIPS**

and Personal Care Division needed to implement a global CRM system, they turned to 3MBS. Philips was using a legacy SAP platform and needed a comprehensive system upgrade to transform its CRM and supply chain infrastructure.

According to Philips DAP CIO and VP Menno Vlietstra, "3MBS was able to gather world-class Oracle and SAP experts in the highly specialized domains we needed and deploy them on-demand at our sites in Asia, Europe, and the Americas. 3MBS provided rare expertise we couldn't get from larger consultancies."

The stakes were high. The results were higher. Philips projects a savings of \$30 million Euros in its supply chain, with substantial more precise marketing data, substantial sales growth, and world-class financial reporting capability.

### **ROYAL VOPAK**

Royal Vopak is a world leader in bulk storage for oils, fuel, and chemicals. The company has been rolling out the JD Edwards ERP platform to get its worldwide tank storage business on the same software, sharing the same information in real time. This enormous project is dwarfed only by the business repercussions for the company. The project's unique technical challenges have included Citrix, Oracle database, communications, networking, and CNC. That's why Royal Vopak chose 3MBS as its implementation partner: 3MBS consultants are leading experts in these highly specialized technologies and have rapidly moved Royal Vopak onto a stable infrastructure in a 24x7 environment.



When Philips' Domestic Appliance

"3MBS consultants are very knowledgeable; they really care about the customer and they're there for us wherever and whenever we need them," said Jan Willem, IT Development Manager of Royal Vopak. Thanks to 3MBS, Royal Vopak now has access to real-time data, has experienced significant cost savings, and has a truly standardized process that facilitates staff moves around the world. In fact, Jan Willem said,

"I really couldn't do without them."

### **DOLE FOOD COMPANY**

Dole Food Company was facing a problem common to many large organizations: outdated infrastructure that was no longer supported by vendor solutions. With billions of dollars in revenue on the line each year, the company knew it needed real-time access to its supply chain data. Dole turned to ID Edwards software to replace the outdated systems. Vice President (IT Services Group) Howard Schweitzer chose 3MBS to implement the solution.

"We chose 3MBS because they have the specialized knowledge we need, as opposed to the larger consulting firms where the consultants tend to be generalists. It would take three consultants at a large firm to replace one 3MBS consultant," Schweitzer explained. The business benefits of the 3MBS solution exceeded Dole's expectations. "We saved millions of dollars and, because we can now see our supply chain data in realtime, we've increased sales without adding staff."

# Partner for Success

Our business hinges on your success. So, our mission is simple: strive every day to help you maximize the return on your enterprise software investment with exceptional service and unsurpassed quality, delivered by the industry's most experienced professionals.

Since 1996, Third Millennium Business Systems, Inc. (3MBS) has built a reputation on helping global enterprise customers thrive. And every day that reputation grows as we successfully deliver hands-on consulting solutions that maximize your software investment. We specialize in implementation services for leading ERP systems from Oracle (PeopleSoft and JD Edwards), and SAP.

We're proud to be an independent business that has developed long-term partnerships with most of our clients. And we're recognized by the most respected industry thought leaders as a leading ERP implementation services provider. According to Toon Koppelaars, who played a key role in the architectural design of JD Edwards OneWorld infrastructure at Royal Vopak, 3MBS consultants have rare expertise in advanced customization of ERP software. "When I hired 3MBS for a major JD Edwards deployment, we finally had a technology partner that could actually implement what we wanted." And the cultural fit and close personal relations were just as important to project success. "We definitely couldn't accomplish our goals without the close relationship we had with 3MBS consultants."

Unparalleled Expertise
Specialized, Dedicated Resources
Global Delivery
Uncompromising Service

### PLAN FOR SUCCESS

The first step to a successful enterprise application implementation is thorough planning. When planning your project, you'll be talking to friendly and experienced professionals who are completely dedicated to your company's success.

We'll provide a complete roadmap to your successful implementation and follow that plan to a successful completion. We will:

- O identify and document user requirements
- o scrupulously design the critical flow of information
- $\bigcirc$  map user requirements to the software
- flawlessly configure the software
- modify software where required
- convert historical data
- thoroughly test the information flow, validating data integrity and system usability
- oprovide comprehensive, hands-on user training
- oroll out the new system
- provide ongoing technical support and proactive maintenance
- expand the rollout across divisions or geographies as needed

### **OUR EXPERTISE**

We are experts in enterprise application implementations — first and foremost — and everything we do builds on that foundation. When you entrust your implementation to us, you can expect — and we will deliver — this:

- unparalleled expertise
- specialized, dedicated resources wherever you need them

- uncompromising service,
- industry best practices, and
- o a laser-like focus on exceeding your requirements

Each of our professionals has an average 15 years experience in the most vital functions of your business: Asset Life Cycle Management, Customer Relationship Management, Supplier Relationship Management, Financial Management, Human Capital Management, Manufacturing and Supply Chain Planning, Management and Execution, and Distribution Management. That means you can count on a single point of contact overseeing your entire implementation, rather than the industry's usual legion of consultants.

## ERP IMPLEMENTATION (ORACLE, PEOPLESOFT, JD EDWARDS, SAP)

When it comes to ERP implementations, we know it is absolutely critical to get it right — the first time. In fact, it can be disastrous if you don't. That's why our professionals live and breathe ERP. But don't just take our word for it. Patrick Dey, Global Project Manager for Wyle Electronics, explains, "3MBS Consultants provide unmatched flexibility, the kind of global delivery today's enterprises need, and unparalleled functional and technical knowledge. Our large implementation was very demanding and 3MBS never let us down."

We provide:

- O application installation and configuration
- application enhancement and integration
  - database management and data conversion
    - software upgrades
      - professional training

## SARBANES-OXLEY COMPLIANCE

3MBS ensures your business satisfies the corporate governance rules of the U.S. Sarbanes-Oxley Act.

We deliver processes that:

- O monitor key internal controls over financial reporting
- enforce accountability and appropriate segregation of duties across all levels of the organization
- ensure checks and balances that safeguard sensitive transactions
- proactively alert management to control configuration changes

### **E-BUSINESS OPTIMIZATION**

Like everything we do, 3MBS e-business consulting services build on a strong foundation — our expertise in enterprise applications. We strategize, design, and develop the most effective e-business solution, leveraging the applications and technologies that work best with your company's infrastructure and fulfill your business goals. It's a strategy that generates measurable return on investment and delivers the competitive advantages necessary in today's business world.

### We help you:

- select a technology platform that is scalable, flexible, reliable, secure, and capable of hosting procurement, commercial, and supply chain applications
- implement and customize package solutions with project management and technical development expertise
- integrate web-based solutions with the systems and processes of customers and vendors



SUPPLY CHAIN OPTIMIZATION

3MBS provides the knowledge, training, and implementation services necessary to successfully deploy new processes and technologies that optimize

your supply chain. We enable you to forecast, plan and collaborate with suppliers and customers, share production schedules, manage RFQs, and process electronic orders efficiently.

#### We will:

- identify baseline metrics and improvement opportunities in the value chain
- establish business requirements as the foundation for technical and functional requirements
- evaluate supply chain technology and software platforms
- successfully implement supply chain solutions that meet business requirements
- integrate supply chain solutions with client infrastructures

### PROJECT MANAGEMENT

3MBS delivers a formal program to professionally manage your implementation and system integration needs. Our consultants are expert in the Critical Path Method (CPM) and Project Evaluation and Review Technique (PERT) for establishing and monitoring all project phases. And, we identify and neutralize risks that could endanger the success of your project.

Most importantly, our domain expertise in e-business, ERP systems, and supply chain management, bolstered by strong leadership and organizational skills, ensures your system is up and running on time and on budget.



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