

## ▶ Clover Industries Limited

“I’ve been impressed with SSA Global's integration strategy. Their team understands the importance integration plays in reducing time to deployment.”

—CHRIS NURSEY, IT ARCHITECT AND PROCESS MANAGER, CLOVER INDUSTRIES LIMITED



“

We were impressed with the breadth of coverage in SSA Enterprise Analytics. It gave us reporting and analysis tools for the full range of our ERP suite.”

—CHRIS NURSEY, IT ARCHITECT AND PROCESS MANAGER, CLOVER INDUSTRIES LIMITED

## ► make better decisions faster.

### Business Issues

As a high-volume, fast moving consumer goods company, Clover Industries Limited (Clover) needed a way to efficiently manage its extensive product line and respond to customer demand, which includes more than 200,000 order lines per day. The company needed special capabilities in business reporting and measurement to reduce rework, overcome data islands and improve business performance.

Because of its size and the complexity of its product line, they would also need a scalable solution with reporting and analysis capabilities beyond those typically found in an enterprise resource planning (ERP) solution. Clover chose SSA Enterprise Analytics, a module of SSA Corporate Performance Management, because it had the right functionality and would quickly and easily integrate with their previously installed SSA ERP solution.

### The Company

Clover is the largest producer and distributor of dairy products in South Africa. Beginning in 1899 as a farmer's cooperative, the company now has 6,300 employees who work in its 13 factories and 23 distribution depots. Clover has annual revenue equal to USD \$600 million and is one of the top 10 brands in South Africa. The company's core products include yogurt, milk, custard, butter, ice tea, juices and cheese. Clover also has strategic partnerships with some of the world's leading consumer goods companies, including Unilever and Danone.

company -----	Clover Industries Limited
solution -----	SSA® Corporate Performance Management
product -----	SSA Enterprise Analytics
platform -----	IBM® iSeries™ Model 570 and IBM xSeries®
database -----	MS/SQL
industry -----	Consumer Packaged Goods
customer revenue -----	USD \$600 million
employees -----	6,300
country -----	South Africa

### What's Critical

Clover needed an IT solution with reporting and analysis capabilities to help manage a complex business with multiple products, partnerships and customers. The company was committed to improving business performance and reducing complexity so users could make better business decisions.

The solution had to be easy to implement and efficient to operate, to avoid unnecessary strain on the company's transactional ERP resources. “We needed to be able to get data into our ERP system from business partners and other systems. We also needed to get data out for reporting and exchanging with our business partners,” explains Chris Nursey, IT architect and process manager, Clover.

The solution would need to convert raw ERP data into multi-dimensional management information, so users could perform better analysis and produce more valuable business reports. “That meant we would need to marry our ERP system with a corporate performance management (CPM) solution to ensure information integrity from the transaction point through to the final analysis and reporting.”

### Finding the Right Solution

To extend and leverage its installed SSA ERP solution, Clover implemented SSA Enterprise Analytics (EA), a key module of SSA Corporate Performance Management. Nursey says the core functionality of SSA EA was an excellent fit for Clover's business. “We were impressed with the breadth of coverage in SSA Enterprise Analytics. It gave us reporting and analysis tools for the full range of our ERP suite, including production, procurement, enterprise asset management and core financials,” he says, adding that the product also has proven easy to customize and personalize.

“Integration is very important,” Nursey adds. “There is much complexity in combining different solutions and different platforms. I've been impressed with SSA Global's integration strategy. Their team understands the importance integration plays in reducing time to deployment.”

“

We are leveraging our IT infrastructure much more fully now and have been able to reduce complexity for our users ...”

— CHRIS NURSEY, IT ARCHITECT AND PROCESS MANAGER, CLOVER INDUSTRIES LIMITED

## ► scalable reporting and analysis.

### Implementing Fast

Nursey says the implementation of SSA EA was accomplished in a matter of months and credits the pre-defined ETL (extract, transform and load) processes and reports in the product with helping users quickly make use of the system. “By having reports pre-developed for our users, they immediately have access to complicated and more advanced measurements for use in managing our business. Our users are now more efficient and effective in the way they operate.”

“In the past, it has taken us perhaps a year’s worth of development time to get our thinking right and to get new sophisticated reporting modules to our business community,” he says, “With the prepackaged solutions from SSA Global, we can now do this in much less time.”

Part of the success of the project has been the attitude and responsiveness of the SSA Global team. “SSA Global is listening to its customers,” Nursey continues. “In implementing our enterprise analytics solution, communication was quite open and, as we needed to make changes, they listened and worked with us.”

### Making it Pay

The company is achieving significant internal benefits. “We are leveraging our IT infrastructure much more fully now and have been able to reduce complexity for our users while at the same time giving them more secure and scalable, feature-rich tools that improve decision making and employee productivity,” Nursey says.

He also says SSA EA, which was jointly developed by SSA Global and its business partner, Cognos®, has made it easier to attract and hire the IT skills he needs to support the system.

SSA EA’s tight integration to SSA ERP saves time over previous Microsoft® Access reporting solutions, which were complicated to deploy and difficult to maintain as they were installed country-wide. Web-based development, deployment and access is a vast improvement.

### Forward Faster™ - Into the Future

Building on the success of their enterprise analytics initiatives, Clover is exploring the financial and business planning capabilities within SSA Corporate Performance Management (CPM).

According to Nursey, Clover also has a keen interest in other SSA Global extension products such as SSA Product Lifecycle Management. “We have over 1,000 stock keeping units, so we need to have a software solution that enables us to bring new products online and remove others efficiently,” he says.

“SSA Global understands the marketplace of the medium-sized business,” he says. “They understand that companies like Clover are faced with many integration challenges and need many different point solutions. They have products in most of these areas and, equally important, they have the integration capabilities as well.”

“Our relationship with SSA Global has increased in leaps and bounds, over the past three years. As they’ve grown as an organization and introduced new releases that address our business issues, our confidence in them has also grown.”

### about SSA Global

SSA Global™ (NASDAQ: SSAG) is a leading provider of extended ERP solutions for manufacturing, distribution, retail, services and public organizations worldwide. In addition to core ERP applications, SSA Global offers a full range of integrated extension solutions including corporate performance management, customer relationship management, product lifecycle management, supply chain management and supplier relationship management. Headquartered in Chicago, SSA Global has 63 locations worldwide and its product offerings are used by approximately 13,000 active customers in over 90 countries. For additional information, visit the SSA Global web site at [www.ssaglobal.com](http://www.ssaglobal.com).



forward faster

## contact SSA Global

### Global Headquarters

500 West Madison Street, Ste. 2200  
Chicago, Illinois 60661  
+1-312-258-6000  
+1-312-474-7500

### Asia, Pacific & Japan

+65-6885-0789  
+65-6333-1479

### Europe, Middle East & Africa

+44-1276-417-200  
+44-1276-417-201

### Latin America (Brazil)

+55-11-5508-8800  
+55-11-5508-8801

### Latin America (Mexico)

+52-55-52-01-55-00  
+52-55-52-01-55-90

[www.ssaglobal.com](http://www.ssaglobal.com)

Please contact your local SSA Global office regarding availability of products in your region.

© 2005 SSA Global Technologies, Inc. All rights reserved.

The SSA Global logo, SSA Global and forward faster are trademarks and SSA is a registered trademark of SSA Global Technologies, Inc. in the United States and/or other countries. iSeries is a trademark and IBM and xSeries are registered trademarks of International Business Machines Corporation. Cognos is a registered trademark of COGNOS INCORPORATED CORPORATION CANADA. Microsoft is a registered trademark of Microsoft Corporation in the United States and/or other countries. All other trademarks mentioned herein are trademarks of their respective owners.

SSACC\_CCFGEENA4\_1105-1