



**BUSINESS
CASE STUDY**

SSi Baker

A Sophisticated Financial and Administrative Package

THE INDUSTRY

Bread is one of the staple food sources of the western world. A low-cost consumer item, the industry is highly competitive, working on high volume and low margins. Over the last few decades, diversification and international influences have resulted in broader product offerings and healthy growth in the sector. Bread, cakes, pies, pizzas, buns, croissants, baguettes and more have ensured the success of leading bakery companies throughout Australia and New Zealand - from New Zealand's largest privately owned bread manufacturer, Rivermills, through to pie manufacturer Goodtime Foods, and Australia's Clarkes Pies.

A major technology partner for many bakery firms throughout the region has been SSI (Systems, Software & Instrumentation Ltd) which has been assisting bakeries with business management systems for over 10 years. They introduced SSI Baker (or Baker 2000, as it is known in Australia), a JADE-based software solution and a sophisticated end-to-end financial package. Aside from introducing wish-list functionality, it also ensured bakeries weathered Y2K issues and could accommodate GST in Australia.



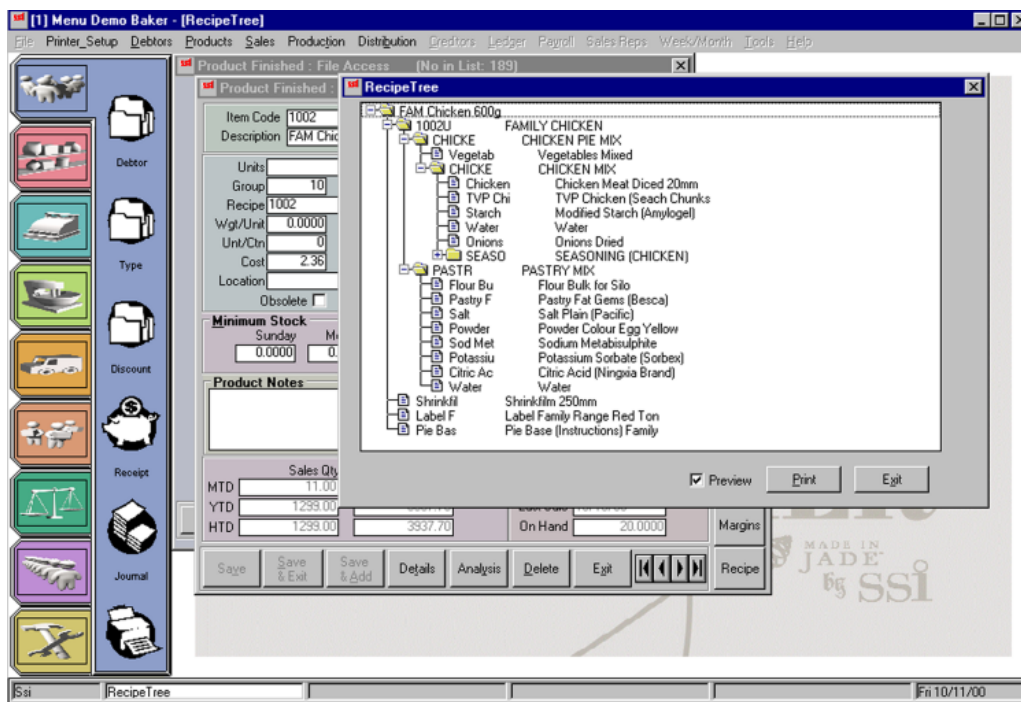
Jade Partner, SSI, have used JADE to build SSI Baker, a sophisticated financial and administration package for the baking industry that is currently used in over 40 sites worldwide.

The screenshot displays the 'Debtor : Enquire/Change' window in the SSI Baker software. The window is divided into several sections:

- Header:** [1] Menu Demo Baker - [Debtor : Enquire/Change]
- Menu Bar:** File, Printer_Setup, Debtors, Products, Sales, Production, Distribution, Creditors, Ledger, Payroll, Week/Month, Help
- Toolbar:** Debtors, Type, Discount, Receipt, Journal, Report
- Form Fields:**
 - Act-No: 100, Alpha Key: ABC, Email: abc@abc.co.nz
 - Name: ABC LTD, Ph: [], Ex: [], Fx: [], Branch No: [], Order No: [], Supplier No: []
 - Postal: 123 Sesame Street, NEW ZEALAND
 - Delivery: 123 Sesame Street, NEW ZEALAND
 - No Delivery: From [], To [], Hold Ph:
- Summary:**
 - Monthly: May-99: 0.00, Jun-99: 0.00, Jul-99: 0.00, Aug-99: 68.09
 - Outstanding: 68.09
 - Balance Today: 148.63
- General Section:**
 - G/L code: 1011.0000, No P/S, Collection Type: []
 - Debtor Type: CT, Debtor Dept: RT, Location: [], H.O. Act: [], No Statement:
 - Base Price: Selling Price 1, Min.Order\$: 0.00, Deliv.Com.%: 0.00
 - Price Book: [], Can Forecast: , Prd. Suffix: [], Sale.Com.%: 0.00
 - Export Confirm Orders: , Req. D/No: , Dis.Cat: 0, Hold Commission:
 - Exempt GST: , Full Value: , Rebate%: 3.00, Sales Rep: [], Status: O.K.
 - Internal: , S.O.R.: , P.O.D.: , Settl.: 0.00, Last Visit: []
- Buttons:** Save, Save & Exit, Save & Add, Details, Analysis, Delete, Exit No Save, What If, Graph, Margins, Options
- Status Bar:** Philip | Debtor : Enquire/Change | Fri 16/03/01



The SSI Bake base system, which has fully inbuilt reporting and searching functions, contains five modules – Debtors, Sales, Inventory, Production and Distribution. With these five modules as a foundation, clients can then select the reports and features they wish to add.



THE BUSINESS CHALLENGE

Producing bread on a daily basis, from raw materials through to finished product on supermarket shelves, requires slick systems. For over a decade this process has been managed by character based custom-built bakery packages, such as that offered by SSI. Many operators had an aversion to using Windows as they found that input of data via a mouse click operation was too time consuming and laborious. The result, however, was that different operations strategies employed by various bakeries had stretched SSI's original package to its limits, inhibiting the addition of any increased functionality. In 1999, with Y2K looming, many bakeries were faced with obsolete systems that could cripple their essential sales and ordering systems. Furthermore, the introduction of GST in Australia in July 2000 required a reworking of existing financial packages.

THE SOLUTION

SSI, who have been developing in JADE since 1996, chose JADE as the development environment for SSI Baker. With JADE, SSI was able to develop SSI Baker to incorporate all of the functionality of their existing system while, at the same time, allowing individual customization specific to each baking enterprise's needs.

SSI Baker consists of a debtors package with ordering, production, material requirements and distribution modules. Additional areas such as Creditors, Cashbook, Payroll, and General Ledger can easily be activated, giving users up-to-date, real-time data on their month to date sales, stock levels, order fulfilment and much more.



THE SYSTEM

The SSi Baker package was designed while in continuous contact with members of the bakery community. It delivers a generic integrated package for the baking industry while also providing the functionality and flexibility to cater for different operational approaches, as specified by each client.

The base system, which has fully inbuilt reporting and searching functions, comes standard with five modules – Debtors, Sales, Inventory, Production and Distribution. With these five modules as a foundation, clients can then select the reports and features they wish to add, for example Creditors, General Ledger and Payroll.

The **Creditor module** covers purchase and supplier information, organizing payments and keeping track of information on Creditors. It provides a monthly analysis of Creditor interactions, including payment defaults and an aged trial balance.

The **Ledger module** manages both cashbook and general ledger. It supports multiple bank accounts, standing transactions and easy reconciliation. The general ledger is in a tree structure and has a multi-department option, allowing users to drill down to source transactions.

The **Payroll module** handles all aspects of employee salaries, wages, and other payment types as well as staff deductions and tax calculations. Both Creditors and Payroll support various types of payments (such as check and direct debit).

Despatch Date:	07/12/99						
	Wed 08/12	Thu 09/12	Fri 10/12	Sat 11/12	Sun 12/12	Mon 13/12	Tue 14/12
4001	4001	4001	4001	4001	4001	4001	4001
Opening Stock	171	171	171	171	171	171	171
Requirement	0	0	0	0	4	0	0
Plan	0	0	0	0	0	0	0
Closing Stock	171	171	171	171	167	171	171
4002	4002	4002	4002	4002	4002	4002	4002
Opening Stock	82	82	82	82	82	82	82
Requirement	0	0	0	0	0	0	0
Plan	0	0	0	0	0	0	0
Closing Stock	82	82	82	82	82	82	82
4003	4003	4003	4003	4003	4003	4003	4003
Opening Stock	2	2	2	2	2	2	2
Requirement	4	5	5	7	20	9	10
Plan	0	0	0	0	0	0	0
Closing Stock	-2	-3	-4	-5	-18	-7	-8
4004	4004	4004	4004	4004	4004	4004	4004
Opening Stock	-20	-20	-20	-20	-20	-20	-20
Requirement	0	0	0	0	0	0	0
Plan	0	0	0	0	0	0	0
Closing Stock	-20	-20	-20	-20	-20	-20	-20
4005	4005	4005	4005	4005	4005	4005	4005
Opening Stock	122	122	122	122	122	122	122

JADE's seamless object-oriented (OO) programming approach, across database, logic and user interface layers, makes customization and integration of these modules straight forward and easy.

According to the developers at SSi, one of JADE's strengths is how it enables you to quickly deliver solutions to complex business problems. The database component of SSi Baker is robust and scaleable. Using the same system one client may process 100 orders in an afternoon, while another client may process 5000, with no impact on performance and speed of entry. This makes the JADE SSi Baker solution a suitable application for standalone installation right through to very large multi-user systems.

SSi Baker runs on both Windows and Linux on industry standard servers.



KEY DEVELOPMENT ASPECTS

The biggest challenge for SSi in developing SSi Baker was ensuring that it maintained the positive aspects of the character-based system, namely speed of entry and operation. With JADE's OO modelling approach they were able to achieve this with a graphical interface which can be completely keyboard driven, maximising users' knowledge and expertise in the system.

As part of the transition process, transferring clients' existing data into the new JADE-based system with minimum disruption and hassle was an important criteria. SSi was able to develop an export/import process to do this, allowing same day conversion from an existing system to the new JADE system.

Maximising a company's existing investment in hardware along with providing robust, cost-effective and technically excellent solutions have always been major focus areas for SSi. They were therefore keen to make sure that, while SSi Baker can run on powerful servers, older desktop machines were not made obsolete. Deploying the system via JADE Smart Thin Client™ technology enabled SSi to avoid workstation upgrades and helped to push speed of entry on existing hardware.

Given the 24x7 nature of the bread making industry, the reliability of SSi Baker was a key issue for SSi and another reason why JADE was chosen as the technology. In fact SSi have such confidence in JADE that they are comfortable providing clients with 24 hour, 365 day support for the Baker system.

THE FUTURE

Currently there are over 40 sites using SSi Baker worldwide. Client reaction to the new system has been very positive. At Rivermills the automatic reporting and general ledger functions are saving their accounts department over a week's work per month. Consolidation of data happens in real-time, making it truly possible to extract end-of-month reports at the end of the month and to monitor performance much more closely throughout the month.

Future functionality planned for the application includes web-based ordering and sales rep management functions. Since the late 1980s SSi has provided an interface from their DOS package to hand-held PSION selling units in delivery vehicles. This has been included in the JADE package, along with the ability to print reports remotely at distribution points.

The planned sales rep management module will assist sales reps to service customers and prospective customers. By managing actual and potential sales analysis it will enable reps to spend more time extending their sales network and increasing turnover.



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