Capgemini

CHS transforms technology to focus on patrons

Enterprise technology platform connects businesses and owners

Establishing cooperative roots

CHS is a leading global agribusiness owned by farmers, ranchers, and cooperatives across the United States. Founded in 1929, CHS is committed to helping customers, farmer-owners, and other stakeholders grow their businesses. CHS sells cooperatives and farmers everything they need to grow healthy, profitable crops. The focus on shared success and farmer-first values has guided the company to become a globally integrated energy, grains, and food system that links producers with consumers.

Making complexity an asset

Not only is the CHS business complex, the industries in which it operates are full of uncertainty. As a commodity-driven agriculture company, CHS must deal with weather impacts and a fast-changing global market.

Existing disparate legacy systems meant a lack of consistency and common processes. It also meant that customers needed to access multiple systems to conduct business with the organization. "Our stakeholders have high expectations and we want to meet and exceed those expectations," says Jerry Schmidt, Lead Transformation Manager, Agriculture Sector, CHS. "Having disparate systems made it challenging to look at a customer holistically. We wanted to move to a one-customer model no matter how someone interacted with us."

CHS knew it needed an enterprise technology platform to transform its business and connect all the touch points. The decision was made to move to SAP Suite on HANA, with Capgemini selected as the technology partner.

> "We are a commodity-driven agriculture business with multiple complexities and many commodities, so it's a fast-changing global environment from their breadth of knowledge to a strong bench, Capgemini's experience and industry insight has been invaluable during this entire process."
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> **Jerry Schmidt**
> *Lead Transformation Manager, CHS*

Customer-focused experience driven by data

Customers expect a connected journey, personalization, and innovation. CHS wanted to create a better experience at every point. The SAP platform provided this starting point by allowing customers to access the company via a One CHS portal and receive a consistent experience.

CHS also leveraged agribusiness and cooperative-specific SAP functionality with the SAP Agriculture Contract Management and SAP Transportation Management modules. "While these modules are still maturing, the future is bright with these two particular implementations and what we can leverage from them. Capgemini was a huge part of being able to accomplish that by just digging in and getting them implemented," says Schmidt.

CHS also engaged Capgemini to complete two Accelerated Solutions Environment (ASE) sessions to encourage business leaders to have an open discussion about the ERP implementation process. "The sessions were eye opening," says Schmidt. "They brought out the art of the possible and helped us prepare to change our processes to support how the organization will grow. This enabled us to pick the best possible path."

Technology is driving a thirst for data. For farm producers and cooperatives, there are tremendous possibilities in what the data can tell farmers about increasing yields and reducing risks.

"Our customers and owners are sophisticated, and they want numbers to help support their decisions," says Schmidt. "Farmers want the details on seed and crop nutrients to know how an acre will perform under certain conditions and to be able to compare it with another acre. This work puts us in a position to provide them with this data."

To deliver this level of data and detail to its customers and owners, CHS created a master data governance for suppliers, customers, material, and business partners. It also implemented the SAP Master Data Management (MDG) solution to manage data from all sources to increase data quality, compliance, and the sharing of information across the lines of business.

Reaping the rewards

CHS continues to roll out its ERP implementation across the organization. It's already seeing the benefits and results of standardized processes, a consistent client experience, and master data. A paper-based approval process has been replaced by a system-aided process to reduce time. Retrieval time and storage costs have also decreased, and regular financial reports can be closed more quickly.

"One of the things I value about Capgemini is the job they did to help us prepare for not only this implementation but the future of our business," explains Schmidt. "The breadth and depth of their bench helped us learn things we didn't know about our business and choose the best possible path."

Technology

- SAP Suite on HANA
- Business Planning and Consolidation (BPC) solution
- SAP Master Data Governance
- Standardized GL, AR, AP, and Tax & Treasury functions
- Enterprise Risk Management
- Transportation Management
- Commodities Trading and Agricultural Contract Management

About Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of 200,000 team members in over 40 countries. The Group reported 2017 global revenues of EUR 12.8 billion (about $14.4 billion USD at 2017 average rate).

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