



Wilbur-Ellis

» Wilbur-Ellis integrates financials into asset management

THE CHALLENGE

- » Integrate all asset management software tools into a single platform
- » Enhance asset management to include financial data and automate processes

BUSINESS BENEFITS

- » New asset management system improves decision making and saves costs
- » Automation freed up IT staff time to work on other issues
- » Improved tracking and organization protects company against legal issues



WILBUR-ELLIS®

GEOGRAPHY

North America

INDUSTRY

Agricultural Products

SOLUTIONS

BMC FootPrints

SEPARATE TOOLS

In 2007, Wilbur-Ellis was experiencing inefficiencies with its back office software. The company used multiple vendors for different functions: BMC Track It! for its help desk, another provider for inventory, a third for software distribution and so on. With 250 offices all over the globe, the divergent systems were operating inefficiently, especially when it came to their asset management needs.

“The biggest issue with most asset management tools is that they are simply information repositories,” said Rick Cahoon, director of enterprise support at Wilbur-Ellis. “They record the warranty period, date of issue, cost and so on, but it’s all static information. There’s no way to tell if the asset is where it’s supposed to be or whether it’s running the software we authorized for it.”

Cahoon wanted a single system to house all data streams on assets and automate procedures such as upgrades, tracking and retirement. Cahoon knew the system would provide even greater benefit if it could pull in other functionality, like service management.

“You have purchasing, receiving, maintenance and the end user to worry about, and all of them could be using different tool sets,” Cahoon continued. “That requires multiple people to submit information multiple times, which is always something to avoid.”

FULL LIFECYCLE COVERAGE

Cahoon’s team at Wilbur-Ellis adopted the comprehensive Financial Asset Management solution offered by BMC BMC FootPrints. BMC FootPrints integrated

inventory, software distribution, OS imaging and other asset-related functions into a single system. The software also automated many of the jobs IT staff had performed manually. And the financial component added to the asset management system enhanced the company's decision-making process.

"The financial management capability allows us to do two things," Cahoon said. "One, it makes reconciling the locations of our devices much easier. Two, it has a depreciation function that helps us to align costs with budgets in each of our locations. Where in the past you would end up with two repositories and reconcile them manually, BMC FootPrints layers financial information on top, which allows you to get a 360-degree view of your assets."

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RICK CAHOON
DIRECTOR OF ENTERPRISE SUPPORT

Although Wilbur-Ellis encountered some issues after the initial BMC FootPrints roll out, BMC made custom modifications to quickly solve them without disruption. BMC even used input from Wilbur-Ellis to improve the software for future customers.

"We were incredibly impressed with the type of effort BMC devoted to listening to its customers and gathering feedback when designing BMC FootPrints," Cahoon added. "They came to us directly, asking what enhancements we'd like to see in the product, and made a concerted effort to reflect those enhancements in the new version."

EFFICIENCY AND SECURITY

To get a better idea of the improvements BMC FootPrints has made to the company's asset management, Cahoon points to software licenses as a prime example. In the new age of mobile devices, software licensing gets very complicated very quickly, but the organization and automation offered through BMC FootPrints makes the licensing issue much easier to manage.

"Let's say an employee uses an iPad to remotely access Microsoft Office from his computer desktop," said Cahoon. "This may seem innocent enough, but the way Microsoft defines it, you need to have a virtual client license for \$100 per year. If you aren't aware of what's going on among end users you may expose the company to legal obligations. Thanks to BMC FootPrints, we know exactly what clients are running on each host."

By better managing infrastructure on licensing costs, BMC FootPrints not only makes Wilbur-Ellis a more efficient company, but it also provides a layer of security against legal issues and unexpected costs. A similarly streamlined model holds true for device inventories and asset retirement.

LOOKING AHEAD

Wilbur-Ellis is still expanding the BMC FootPrints workspace for complete utilization, including adding more categories and dependencies to increase the level of business process automation. Additionally, Cahoon and his team plan to upgrade from BMC FootPrints version 10 to version 11. And with continual dialog with the BMC team, they'll work together to flip the entire system over to version 11 and perform the upgrade all at once across the business.

ABOUT WILBUR-ELLIS

Founded in 1921, Wilbur-Ellis is a leading international marketer and distributor of agricultural products, animal feed and specialty chemicals and ingredients. By developing strong relationships, making strategic market investments and capitalizing on new opportunities, Wilbur-Ellis has continued to grow its business with sales now approaching \$3 billion.

BUSINESS RUNS ON I.T. I.T. RUNS ON BMC SOFTWARE.

Business runs better when IT runs at its best. That's why more than 25,000 IT organizations — from the Global 100 to the smallest businesses — in over 120 countries rely on BMC Software to manage their business services and applications across distributed, mainframe, virtual and cloud environments. With the leading Business Service Management platform, Cloud Management, and the industry's broadest choice of IT management solutions, BMC helps customers cut costs, reduce risk and achieve business objectives. For the four fiscal quarters ended March 31, 2012, BMC revenue was approximately \$2.2 billion. Visit www.bmc.com for more information.

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