



Software Change Management imperative for ICT development at ETNA Coffee Technologies

Coffee machine manufacturer ETNA Coffee Technologies (ETNA) has a history of over 150 years. During the last twenty years, ETNA has focused on the production of coffee machines for the out-of-home market. The production facility and headquarters are located in Doetinchem (The Netherlands) with additional sales offices located in the United Kingdom and France. ETNA is privately held and has been an independent company since it was spun off from ATAG Nederland (Holding).

The divestiture of ETNA from ATAG Nederland required a complicated separation of the ICT functions of both companies. With the help of Remain Software's software change management solution 'TD/OMS' ETNA is now making good progress in the right direction.

Changing the ICT structure

The most important tool that ETNA uses to implement ICT changes today is TD/OMS. This software change management solution has been developed on eighteen years of experience at Remain Software. ETNA Coffee Technologies profits greatly from this experience and from the procedures which are embedded in TD/OMS. The management and the modification of the business software is performed entirely by using TD/OMS.

In 2007, ETNA decided to implement an independent ICT department. At that time ICT manager Patrick van Ooijen and his colleague and software developer Huub Brands joined ETNA. Van Ooijen: "At that time all systems were running in Duiven at the location of ATAG Nederland. We started from there to develop our own software. TD/OMS from Remain Software, supplier of software change management solutions, was used extensively in Duiven. Both Huub and I had no experience with TD/OMS as a tool for implementing changes in business software, but we soon recognized its advantages."

Patrick Van Ooijen took on the challenging task of separating the software of the two companies. What once applied for the Accell Group - the largest Dutch bicycle manufacturer (also part of the former ATAG holding) - now applies for ETNA: the information systems, which were entirely focused on the production of kitchen appliances and systems, now had to be modified to meet the needs and requirements of ETNA, and its new line of business. At both the Accell Group and ETNA, TD/OMS played an important role in the modification of the information systems.

Van Ooijen and his ICT colleagues have chosen to modify the old custom software by phasing out parts of the code that are no longer required and modifying other parts as required. "Sorting this out is very time consuming." Van Ooijen: "The change-around" of the software environment took a great deal of time, particularly in 2007. We started to create an independent environment by separating the software in use at ATAG Holding. The software which was used by ETNA, ATAG

Nederland and the Accell Group was totally custom made. The material planning for all the companies within the Holding were carried out by this custom software. “It was a considerable job to become knowledgeable about this software. The management and the modification of the software were fully supported by using TD/OMS from Remain Software. I was not familiar with TD/OMS and in the beginning I had to get used to following specific procedures. However it took very little time to become acquainted with it, but I quickly saw the benefits of the procedures as specified in TD/OMS. These procedures provide excellent repeatable workflow processes, so we no longer have worries about, for example, the transfer of developed software to the production machine”, according to Van Ooijen. ETNA operates two IBM System i machines.

Managing and control with TD/OMS

The ICT history between the original parent company and the present independent ETNA is now being separated with the help of Remain’s TD/OMS. Step by step Van Ooijen and his IT colleagues are modifying the software, for use within the company at Doetinchem. Van Ooijen: “It is all about managing and controlling. We now use a template, which we are continuing to develop. Our objective at ETNA is to not have to repeatedly modify standard components of the software.” Thinking in terms of efficiency within the IT area is a necessity for the supplier of coffee machines. “We have an IT department that only has limited resources.”

Van Ooijen continues: “The choice to use TD/OMS to carry out all modifications was quickly made. We wanted an infrastructure with a separate development and production machine. Since we have had good experience with TD/OMS, we did not see the need to look any further.” When Van Ooijen is asked to name a significant advantage of TD/OMS, he initially refers to the workflow processes. “When I see an object, I immediately know what it is used for. This reference can always be easily traced. A second major advantage is that when things are in a ‘fix’ state, I never have to worry when they are transferred to production. The fall-back scenario also offers many major benefits. If anything goes wrong, and that possibility always exists, then TD/OMS has the capability to restore it to the previous state.”

Clearing the IT landscape

At ETNA, it was briefly considered to perform the separation of the ATAG and ETNA ICT environments without using a tool such as TD/OMS. It was quickly recognized that this would not be wise. “We noticed that the management of IT without TD/OMS could not continue to be performed in the same manner. The solution gives us complete control over the various documents and we want to maintain this control in the future.” The emphasis lies in the removal of unnecessary functionality. Modifications in the database structure are managed with TD/OMS. We develop new functionality on a daily basis, building the same software for use in a smaller environment. What is especially useful in this entire process within TD/OMS, is the updating of references as it keeps track of update processes of files and software.”



With TD/OMS, ETNA always has insight into who is doing what, who is modifying the software and how one navigates through the software. “TD/OMS is an easy to use tool. We don’t allow any software modifications made outside this program”, says Huub Brands. Within ETNA it is expected that the modification of the IT organization will continue for a number of years. Van Ooijen and his colleague's work will consist of the modification of the existing IT organization, and of adapting the IT to new requirements that arise within the organization. “Tracking and tracing is something to which we are giving more attention. This will have an impact on the software and how things need to be registered within the system. With these modifications and graphical improvements, which also add functionality, we will work towards a more modern system.”