



Madcap

THE MILK SUPPLY CHAIN
MANAGEMENT SOLUTION
OF CHOICE





Built for the dairy industry by dairy industry experts, Madcap is a flexible and reliable platform that covers the entire milk supply chain management process - enabling you to run an easier, safer business - wherever, whenever.

A modular cloud-based platform, Madcap (Milk Analysis, Data Capture and Processing) includes a fully integrated laboratory management system. The transport scheduling module optimizes the collection of milk, this flows through to Milk Procurement, Milk Testing, and Supplier Payments. The Milk Accounting module deals with payments to third parties, haulers and also customer billing. Madcap offers the flexibility you need in your business with access to internet portals and mobile applications for you and your trusted advisors, field service personnel, and haulers.

Suitable for any size dairy company, from the smallest to the largest multinational, Madcap is offered in any language - giving you the flexibility to run one comprehensive platform across the globe.

THE OLD WAY

In-house or 'home grown' systems built to manage your business rely on multiple spreadsheets, Access databases, and other applications that need to be tightly integrated. Master Data is often duplicated and spread across many systems and applications, inevitably creating a major issue for anyone trying to maintain data integrity. Management of your systems becomes intense and visibility of the entire process is limited - not to mention the bottleneck this creates, slowing down important business decisions. Internal resources are heavily relied on, with knowledge rarely documented - reducing the redundancy you have in your business and exposing you to potential competitive threats.

WHY MADCAP?

Are your current processes reliant on a single individual? Or are a team of people required just to get the job done? Remove your single point of dependency and realise the time and cost savings available to you with Madcap. Our platform allows you to free up your people to work on more value-added initiatives within your business. You'll also have instant access to clear and accurate information - from anywhere, at any time, and rest in the knowledge you're covered with data fully audited and traceable. You'll have a single point of truth for your Master Data and be confident in delivering the right information at the right time to the right people.

OUR APPROACH

Unlike other systems Madcap offers a fully integrated, modular solution for your milk collection and payment needs. Madcap is highly scalable and configurable to your business requirements, now and in the future. Dairy experts since 1974, the team at Contec have built a platform that is fully functional and upgradable, all built using the latest technology to help you streamline the collection and payment of your most valuable commodity - milk.



THE TECHNOLOGY



Disaster recovery

Madcap supports up to 32 synchronized secondary databases which can be connected anywhere in the world. These databases can be accessed within minutes should a disaster occur.



SQL synchronization

Madcap has the ability to synchronize data to multiple SQL databases in real time allowing interaction with business tools such as Power BI.



Portability

Madcap can be migrated to new servers and networks and be ready to use within an hour. The architecture underpinning the Madcap suite of applications fully integrates the database and development layers into one seamless application. Installation time is minimal as there is no need to install multiple third-party components.



Roll-back capability built in

The Milk Payment and Milk Accounting modules allow for the roll-back of data, prior to finalizing payment, enabling you to correct any issues should they occur.



Fully integrated report writer

Intuitive, the Madcap report writer enables the quick production of customized reports.

No third-party database licenses are required and all Madcap features are included in your license fee.



MIGRATION AND IMPLEMENTATION

Our fully documented migration process starts with an analysis of your data, and Master Data validation. Once complete, a migration of your data from your legacy system will be carried out by our team using our proven Extract, Transform and Load tool. We'll also provide the guidance and expert help you need with processes and procedures to ensure you maximize your investment in the Madcap suite.



WHAT OUR CUSTOMERS SAY

After an extensive global search, Nestle chose to partner with Contec to provide a solution for their global milk solution. Madcap has been installed as a single instance that is accessed globally across 21 different countries and customized for local needs. Land O' Lakes made a similar search for a solution and chose Contec's Madcap to fulfil their requirements. Check out our full list of references on our website: www.madcapdairysoftware.com/our-clients/.

THE MADCAP ADVANTAGE

The implementation of Madcap has delivered labour savings of between 35% and 85% depending on the module - all due to the integrated approach used. This allows you to have a full view of what is happening with your milk, as well as enabling better communication with all parties involved. From the interface that your staff interact with, through to the web portal and mobile apps, information will be readily available to whoever is authorized to see it - when and how they want.

Traditional process (without Madcap)

- Internal expertise reliance.
- Prone to calculation errors.
- Difficult to outsource support.
- Inflexible processes.
- Information kept in a variety of disparate systems.
- Master Data duplicated across systems.
- Little to no management of interfaces.
- Virtually impossible to upgrade.
- Traditionally on older hardware and operating systems.
- Hard or slow to enhance.
- Limited auditing and traceability.
- Knowledge transfer limited.
- Additional costs associated with licensing of other software, such as databases.

The Madcap Advantage

- Over 200 years of combined experience in the Dairy industry.
- Suitable for any size company with unlimited scalability.
- Implemented globally.
- Smart thin clients enabling global access.
- Continually enhanced and upgraded through a customer focused approach.
- Gain visibility of the entire process.
- Full traceability and comprehensive audit trail.
- Integrated from collection to payment of milk.
- Integrated internet portals and mobile apps.
- Calculations are formula driven, easily implemented and verifiable.
- Prebuilt SAP (iDocs) and JDEdwards Interfaces.
- Underlying architecture is based on industry-standard technologies and security protocols that integrate with almost any technology stack.
- Single Master Data repository.
- Intuitive Online Help System that enables quick adoption and learning.
- Demand on IT Internal resources to maintain environment virtually eliminated.
- Supported 24/7 externally to client.
- Fully automated monitoring.
- Granular security to ensure access is granted only to those who need it.
- Variety of hosting solutions available – proven and reliable.
- Utilizes latest technology and hardware.
- No other software licenses required due to underlying technologies integrating.



TRANSPORT SCHEDULING AND ROUTE OPTIMIZATION MODULE

The Transport Scheduling and Route Optimization module allows fleet managers to estimate the amount of milk available for pickup from a farm or factory. Operating from demand based requirements, fleet managers gain access to the actual amount of milk available for collection - via tank monitoring solutions.

Loads are then organized manually or automatically to determine the best route and order of pickup. This ensures the highest efficiency and lowest cost method is used to collect milk. Apart from the purchase of milk, the transportation of this is your largest expense. Our customers see savings in the vicinity of 4-7 cents per litre/9 - 15 cents per pound of milk collected and labour savings as high as 85%.

Traditional process (without Madcap)

- Single point of dependency with staff.
- Farm and road knowledge typically limited to a few and often undocumented.
- Weeks / months to train a new person to be able to schedule efficiently.
- Scheduling is a full-time job.
- Difficult to respond to events such as a broken vat.
- Time consuming task of determining what is on the farm.
- Cost per liter of milk can be unpredictable.
- No opportunity for different scenarios.
- Very difficult to react to issues during the day such as hot milk or breakdowns.
- Manually intensive.

The Madcap Advantage

- Farms and road conditions stored within Madcap including load limits and geographical conditions.
- Ability to add or remove new roads and tracks.
- Estimations are calculated within minutes.
- Instant scheduling performed incorporating tanker capacity, travel time, as well as load and unload times.
- Schedules can be calculated with weighting given to several measures including cents per liter or kms/miles driven, most fuel efficient, and least number of hours.
- Demand from plants can be factored in when scheduling pickups.
- Allows for manual adjustments to allow for local knowledge.
- Ability to re-route tankers for changing conditions.
- Ability to see what is on farm and tanker.
- Re-run schedule for remaining milk if need be.
- Run details can be exported to other systems.
- Better traceability and management of the co-mingling and swapping of milk.
- Ability to schedule pickups for plant to plant scenarios.
- Real-time integration to Hauler mobile app and onboard truck systems.
- Ability for third party transport management.
- Enable centralized management of schedule execution.
- Ability to integrate with plant-based equipment, i.e. gate, weighbridge, for real time updates to scheduled versus actual events



PROCUREMENT MODULE: MILK COLLECTION

The Procurement Module provides for the entry and adjustment of milk production from producers, and the reporting of the collected volumes on a producer, vehicle, plant, and region basis. Labour savings as high as 60% have been experienced through the use of this module.

Traditional process (without Madcap)

- Data is usually held within spreadsheets with little control over information.
- Branch and vehicle details are difficult to collate.
- Rounding errors in results causing loss in revenue.
- Identification of variances can be time consuming.
- Manual input of information leads to errors and is labour intensive.

The Madcap Advantage

- Traceability from farm to factory.
- Granular region, branch, plant and vehicle reporting.
- Run information automatically imported into the system.
- Visibility and traceability of milk to farm.
- Farm and tanker samples are linked.
- Exception reporting.
- Ability to assign Federal order pool numbers for plant and silos.
- Automatic pool designation for producer pickups, plants and silos for a given run
- Automatic assignment of customer and supplier contracts for a given run.
- Ability to manage pooling and depooling of milk.
- Ability to link separate runs in case of re-routes and pump-over.
- Traceability for source and destination silos.
- Loss/shrink control analysis of runs.
- Ability to integrate the goods receipts to SAP and other interfaces.



LABORATORY MANAGEMENT MODULE: QUALITY

The Laboratory Management module provides for quality testing regimes based on processor and/or state and/or federal requirements, scheduling of testing according to equipment capacity, collection of data via TCP/IP and cable-based connections to laboratory equipment and advanced calibration capabilities. Our customers have seen labour savings as high as 70% and cost savings through the reduction in unnecessary testing of samples.

Traditional process (without Madcap)

- Transposing of results from testing station to computer is open to human error.
- Data typically stored in multiple spreadsheets which are hard to audit and secure.
- Mismatch between loads and samples.
- Lack of visibility as to what results are missing.
- Identifying variances is manually intensive.
- Unnecessary testing of samples for tests not required.
- Inaccurate test results.
- Reporting of results to suppliers is time consuming.
- Reporting of adverse results manually performed.

The Madcap Advantage

- Testing units tethered to Madcap allowing for direct entry into the system.
- Barcoding of samples assist in correctly matching to suppliers and loads.
- If information is entered into spreadsheets, temporarily, these can be imported into Madcap or replaced with input screens within the system.
- Reporting on missing samples.
- Automatic identification/alerts and visibility of variances in test results and volumes.
- Automated reporting via email and FTP.
- Ability to determine automatically what tests are required for sample.
- Traceability of milk from farm to silo.
- Accuracy of test results leads to tens of thousands of dollars in savings.
- Visibility and traceability of results.
- Associated portal allows the supplier to see their current and previous results.
- Ability to send results to suppliers through a variety of electronic methods.
- Automated adverse result process.



MILK ACCOUNTING MODULE: THIRD PARTY MANAGEMENT

This module comprises customer billing and hauler payroll. These are both non-farm payment processes and allows hauling companies to manage their contracts to haul milk, and processors to invoice other companies for milk and related products. Labour savings of between 35% and 50% have been seen as the result.

Traditional process (without Madcap)

- Haulers have difficulty reconciling their systems with others.
- Calculations and records kept in spreadsheets.
- Difficult to calculate payments accurately as payment methods differ between haulers.
- Milk swap balancing is done on spreadsheets and over the phone.
- Time consuming to calculate and bill other companies.
- Discrepancies picked up late.
- Constant disagreements with third parties.
- Constant disagreements with haulers.

The Madcap Advantage

(Hauler Payroll)

- Calculate hauler payments and provide detailed reporting.
- Ability to calculate payments using volume & GPS location.
- Provide visibility of the process and calculations to hauler.
- Portal provides access to haulers so they can monitor progress during the month.
- Minimizes time confirming loads with both third parties and haulers.
- Issues identified much earlier in the process giving you more time to address them.
- Ability to integrate financial transactions for G/L and A/P
- Better management of payment of co-mingled milk and milk swaps for multiple customers and suppliers.

The Madcap Advantage

(Customer Billing and Third Party Payments)

- Calculate supplier payments and customer billing.
- Formula driven calculations which can also process based on both purchase and/or sales contracts.
- Ability to process calculations for multiple contracts.
- Ability to process calculations based on Federal order and utilization provided by suppliers.
- Ability to integrate financial transactions for G/L, A/R, can also create G/L accruals and offsets.
- Exception reporting for various conditions.

PRODUCER PAYROLL MODULE: PAYMENTS

The Producer Payroll module provides for the processing and management of payments to producers, haulers, and third parties. The module is parameter-driven which allows it to be configured to handle many of the intricate aspects of payment systems that exist in many different countries and regions - resulting in labour savings of between 40-60%.

Traditional process (without Madcap)

- Calculation of payments can be complex with errors potentially costing many thousands.
- Complex relationships within agreements.
- Inability to handle mid-month ownership transfers.
- Incentives difficult to manage and calculate reliably.
- Third party payments performed outside of the system.
- Information stored in spreadsheets.
- Loan management handled outside of system.
- Retrospective payments manually calculated.
- Difficulties in altering formulas to accommodate changes such as government levies.

The Madcap Advantage

- Formula driven calculations leads to much simpler management.
- Ability to handle complex incentive systems.
- Ability to process calculations for forward contracting.
- Visibility and transparency of calculations and payments.
- Mid-month ownership changes managed accurately.
- Third party invoices and payments automated.
- Automatic payment to suppliers and third parties.
- Automatic calculation of levies.
- Run forecast reports including levies, haulage and retrospective payments.
- Pooling of milk handled automatically with the ability to manually transfer.
- Transmit data files to Federal milk marketing order agencies.
- Associated portal allows the supplier to see their current and previous results.
- Statements can be automatically emailed to suppliers.
- Payment rules easily modified and tracked.
- Ability to rollback and redo payments easily without IT involvement.
- Exception reporting for payments and pools.
- Ability to integrate financial transactions.



INTERNET FARMER PORTAL

The Internet Farmer Portal is dynamic and displays content according to the configuration of the other modules in use. This includes a view of quality, component, payment regimes, and share equity. Changes to any module's configuration will result in the portal being updated to match. The portal also allows processors to logon to make enquiries about, and report on producers. It also provides access to haulers for delivery confirmation and hauler payments - saving between 35-60% of a person's time.

Traditional process (without Madcap)

- Portals are separate to system.
- Middleware utilized to populate portal.
- Misalignment of results from portal to system.
- Little ability for supplier to perform what-if analysis.
- Inability to create forecasts and budgets.
- No ability to do trending.
- Information is not always up to date.

The Madcap Advantage

- Directly connected to Madcap.
- Access to latest quality and component results.
- Can compare previous and current year's results.
- Ability to graph results and compare against previous years or against area.
- Individual farmer login.
- Hauler, processor (field service) and third party login.
- Third party access controlled by farmer (i.e. Vet or Accountant).
- Processor customizable interface.
- Ability to perform budgeting and forecasting.
- Repository for company related forms and publications.
- Farmer customizable dashboard.
- Ability to view documents and newsletters.
- An option to enable **DocuSign** on the portal:
 - This allows user to securely sign and send documents online.
 - No more paper, fax, shipping and re-keying errors.
 - Manages every aspect of every transaction from preparing and sending documents to signing and managing them.
- Allows user to book Forward contracts online and track the status of the contracts.

HAULER MOBILE APP

The Hauler Mobile App is a configurable app for collecting milk and other products and submitting them to Madcap in real time. It interacts directly with Madcap to ensure that all data is up to date - with much of the configuration being centrally managed. The Hauler Mobile App also allows direct integration with the Madcap Scheduling module, so all loads are pre-defined on the device for each day, and it can be operated in manual mode where required - saving up to 40-60% in time.

Traditional process (without Madcap)

- Haulers have difficulty accessing timely information.
- Information kept informally.
- Unreliable file transfers.
- Data validation and integrity issues.
- Slow arrival of data at processors.
- Barcode printing and matching problems.

The Madcap Advantage

- Provides on-the-go access to available information.
- Connects directly with the company's own Madcap system.
- Integrates with scheduling.
- Allows hauler to enter collections for payment.
- Can be operated in an off-line mode and uploaded later.
- Instant uploads to Madcap.
- Multilingual.
- Communication via secure REST Services.
- Configurable workflows centrally managed from Madcap.
- Connect BT Printer to print farm receipts.
- Real-time collection GPS location.
- Barcode scanning using mobile camera.
- Optionally transfer runs from one device to another.

FARMER MOBILE APP

An integrated Farmer Mobile App provides on-the-go access to key quality and component information to farmers. A farmer typically receives 3-5 text messages a day - resulting in up to \$140 per year, per farm! Sending messages to the Farmer Mobile App is free - saving tens of thousands of dollars long term. Not to mention the 35-60% savings in time.

Traditional process (without Madcap)

- Often requires constant connection.
- Connected through middleware.
- Information not updated regularly.
- Messaging not integrated.
- Text messaging is not guaranteed to be delivered.
- Impossible to tell if the text was received.
- Requires user to request data.

The Madcap Advantage (continued)

- Producer payment data displayed in mobile app for current month/current year or season, and last year or season.
- Forecast comparison tool within mobile app.
- Capture the GPS location for contact/visit. This can be performed either automatically or manually based on the setup.

The Madcap Advantage

- Ability to view last ten days results/communication instantly.
- Compare previous years data to this year, and compare your farm to others. Messages typically sent through text messaging are sent to the app where suppliers are notified.
- Text messages no longer have the 160-character restriction leading to better formatted information.
- Visibility of when messages are received.
- Results and messages are pushed to the devices as soon as they are available.
- Can be used by field service staff where they can look at all farms under their control.
- Information is downloaded and stored on the device allowing it to be used offline and automatically uploaded when online again.
- Customizable by processor both in content and branding.
- Customizable customer relationship management tool.
- Categorize contacts/visits easily.
- Enter details about contacts/visits with suppliers anywhere and time.
- Add photos to contacts/visits.
- End user created custom forms to gather information.
- Forms can be customizable for suppliers and/or field service.
- Create user surveys on the fly.
- Easily filter and retrieve past contacts/visits with suppliers.
- Ability to add to and/or amend past contacts/visits while also allowing other contacts/visits to be finalized and locked.
- Contacts/visits entered through the Madcap application are also visible on the mobile app and vice-versa.



ADMINISTRATION MODULE: SECURITY SYSTEM AND CLIENT/MEMBER INFORMATION

The Security System manages the databases available and the users and groups that can access and use the various modules on each database. All changes made in Madcap are fully audited, including which user made a change and at what date and time. The Client or member information defines producers, members, shareholders and the relationships between them with respect to payment for milk supplied and shareholding (if applicable). Reporting is now possible in much less time!

Traditional process (without Madcap)

- Standalone interface.
- Security is hard to implement and control.
- Lack of traceability of changes.
- Little to no auditing of changes.
- Inability to define group roles.

The Madcap Advantage

- Integration with Active Directory.
- Highly customizable security profiling.
- Allows for a full audit trail of changes.
- Allows processor to define workflows for staff and groups of staff.
- Ability to have authentication roles to control Master Data more tightly while still allowing changes to be made by non-administrators.
- Security can provide access to a single menu item such as a report through to global access across all modules.
- Easily understood security model.
- Security can be controlled and maintained by the business with no IT involvement.
- Definition of roles can be reviewed through the reports available.
- Ability to run reports suitable for auditors to review.
- Ability to store contracts and pooling information for producers and members.
- Ability to give a user or a group full access (or) no access (or) read only access for a given menu.
- Ability to maintain security at product level which gives control of maintaining security for various products.
- Ability to maintain security at plant level.

ABOUT US

We are dairy industry experts. Every day, we support our global clients to manage and grow their business, and we've been doing this since 1974.

Our expert people partner with you to deliver smart supply chain technology that is trusted by dairy producers around the world. Visit us at www.madcapdairysoftware.com to see how we can start saving you money - from the very first day!





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