



## Simplot

### Background

Simplot was founded as a one-man operation more than 70 years ago by J. R. "Jack" Simplot, a well-known figure in Boise, Idaho who was often seen driving through town in a Lincoln Town Car with license plates that read "MR SPUD." After pioneering the first commercialized French fry in the 1940s, Simplot eventually became a major supplier of Idaho potatoes to numerous quick service company's throughout the world.

Today, Simplot is one of the largest privately held agribusiness firms in the country with products that are sold across the United States and many foreign countries. Its portfolio includes frozen food processing, fertilizer manufacturing, and cattle nutrition.

### The Challenge

When Zach Pence was hired in 2006, he says Simplot was already using Numara® FootPrints® and had been since 2001. But it was a much older version of the software, a version the company had outgrown. Plus, ITIL had become a big focus and they wanted software that would allow them to work towards ITIL standards.

### The Solution

Simplot did quite a bit of homework researching other solutions, and after evaluating their options, decided to stay with Numara® Software. By upgrading to the latest version of FootPrints, Simplot not only enabled some ITIL functionality, but also maintained the ease of use and flexibility that the IT department had become accustomed to as a long-time user of FootPrints.

Pence said another feature that makes FootPrints stand out is the fact that it is an open source application, so his company can modify code at any time to allow for even further customization of the software. Simplot appreciates FootPrints concurrent licensing model, which has allowed over 415 users to share 56 concurrent licenses.

*"It is incredibly easy to modify. Numara's professional services group is always available to work with us, but to be honest, we didn't need their help in this regard. Everything I've done I have been able to figure out on my own - and I'm not a JavaScript or Perl developer by any means, it is just easy to understand and pick up. We have, of course, used Numara's support to implement things like change management and configuration management and they have always been great to deal with."*

### IN BRIEF

#### Company Name

Simplot

#### Industry Sector

Agriculture/Food Processing

#### The Challenge

- ❖ Needed software to support more than 8,000 employees, many in remote facilities, through a centralized IT service desk
- ❖ Simple, highly flexible software that could adapt to changes in process

#### Why Numara Software

- ❖ Flexibility, cost effectiveness, and ease of use

#### Business Benefits

- ❖ Improved communication and work flow management, streamlined processes including hiring, payroll, and tracking vendors
- ❖ Concurrent licensing structure offers cost savings
- ❖ Reporting capabilities to help meet needs in departments beyond IT

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## Growing with FootPrints

Like many companies, Simplot initially purchased FootPrints with the Service Desk in mind, but eventually incorporated other features and expanded its use of the software to other areas of the company. Today, Simplot has more than 20 different workspaces set up in FootPrints. The Human Resources department, for example, relies heavily on FootPrints for its tracking capabilities. "One of the nice things about using FootPrints for HR is that it allows us to track most, if not all, support issues," said Pence.

In addition to Human Resources, FootPrints is used to track a variety of requests coming in to Simplot's Shared Services department. Enterprise Data Management tracks all its work within FootPrints, including setting up vendors and customers in its ERP applications. There is another workspace set up for payroll, so they can track issues that might come up with employee paychecks. And the company's purchasing card group uses FootPrints to track all the company business cards they issue to employees.

## Looking Ahead

*"At this point, FootPrints is beyond help desk and even our IT department. It is truly an enterprise reaching application," said Pence. "In fact, with one of our latest upgrades, we went ahead and virtualized - so we are now running the application on virtual machines. We did that to improve our disaster recovery capability. If FootPrints goes down, we need to get it back up and running as soon as possible."*

Numara offers what the company needs now and is flexible enough to grow with it in the future. "Our next step is to integrate asset management so we can begin using FootPrints to track equipment and other resources," said Pence.

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## Who are we?

Numara® Software Inc. is a leading provider of integrated IT management solutions for Desktop Management, PC Lifecycle Management, Security & Compliance, Help Desk and Service Desk. Designed to optimize IT management, Numara® FootPrints® and Numara® Track-It!® collectively support more than 50,000 customer sites and nearly 20 million IT assets worldwide.



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to simply **choose**  
the right solution for you