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WORK at LIGHTSPEED

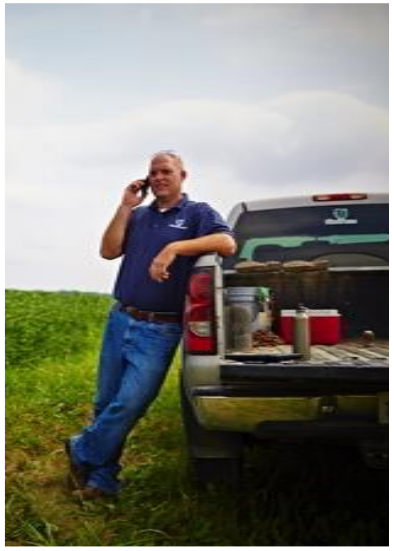
Unlocking Digital Yield

Andre Dalla Ferreira
IT DIRECTOR
Monsanto

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Unlocking Digital Yield

Andre Dalla Ferreira
May 9, 2017

MONSANTO
INFORMATION TECHNOLOGY

Speaker Introduction



Name: Andre Dalla Ferreira

Title: Director of Infrastructure and ERP Services

Function: Information Technology

Company: Monsanto

Experience: 13 years with Monsanto, 1 year as Director of Infrastructure and ERP Services

Expertise: IT Strategy, large SAP programs, infrastructure management, application development and support services

Achievements: Implementation of systems to support new business model in Brazil, integration of regional operations into global SAP system, transition of key IT services to managed services

Current Projects: Infrastructure Transformation

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My Company

MONSANTO

NAME: Monsanto Company

INDUSTRY: Agriculture Services

MARKET FOCUS: Monsanto is a sustainable agriculture company. We deliver agricultural products that support farmers all around the world.

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: Seeds for a wide array of fruits and vegetables, as well as field corn, cotton and soybean. We employ and provide data to help farmers, both large and small, make more informed decisions on their farms.

COMPANY-WIDE INITIATIVES: Process efficiency, responsiveness to customers/partners/other stakeholders, Business and IT Transformation

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Session Objectives

Objectives

- Share the Monsanto Digital Transformation journey, with focus on our Infrastructure Transformation

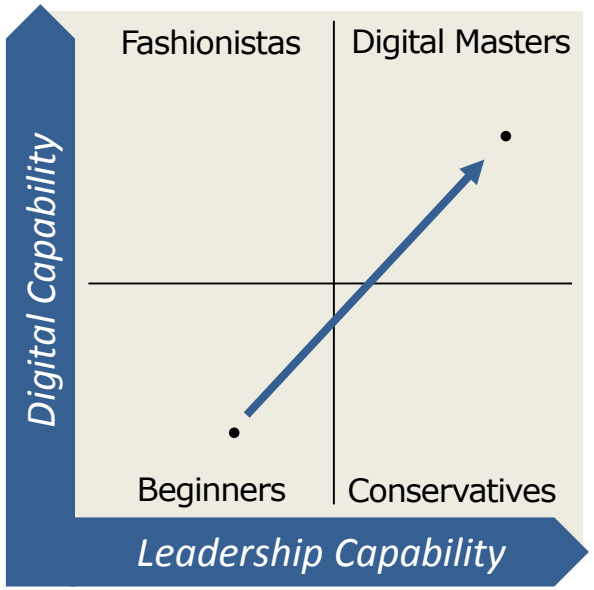
What you will learn

- What digital transformation mean for us
- Key components and objectives of our strategy
- Our approach and roadmap for Infrastructure transformation

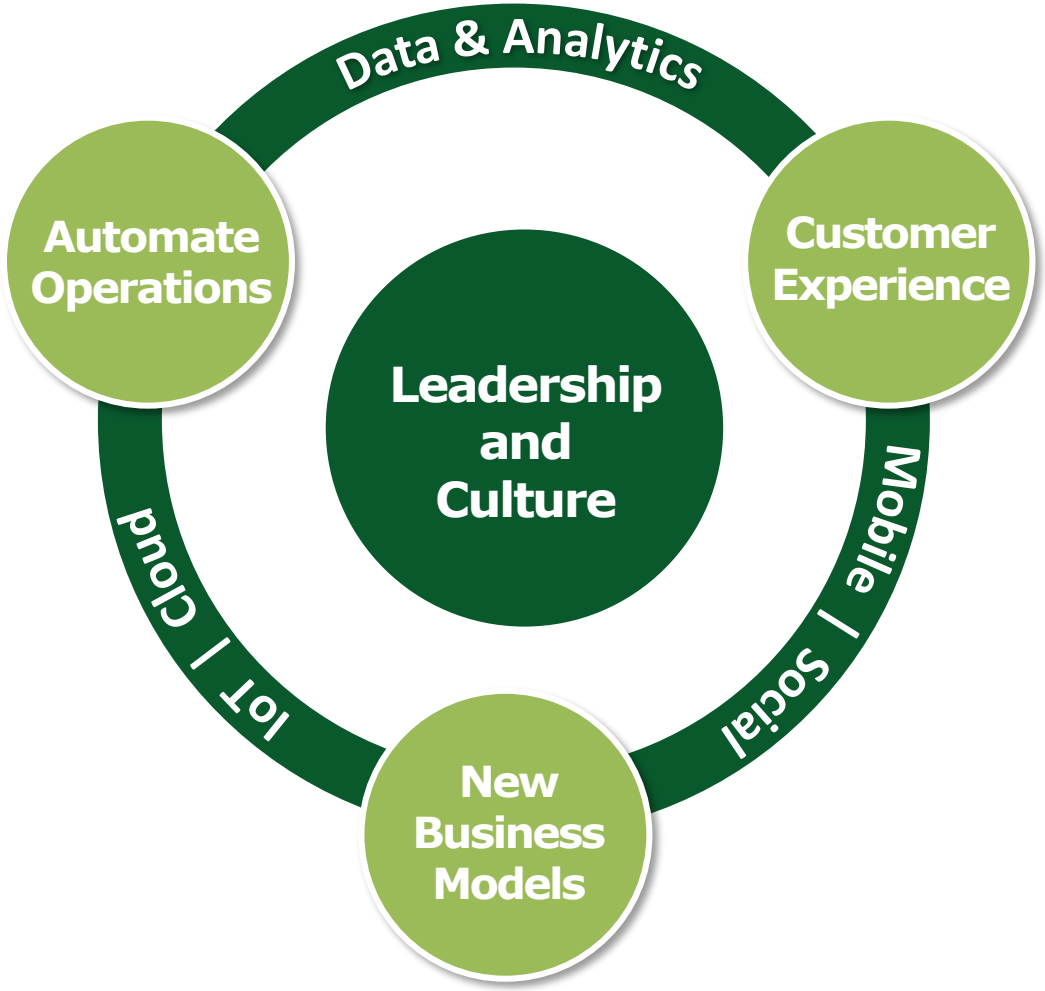
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Our vision is to lead the ag industry in digital – enabling the Yield-Integrated Pipeline and transforming business operations.

"Unlocking Digital Yield"



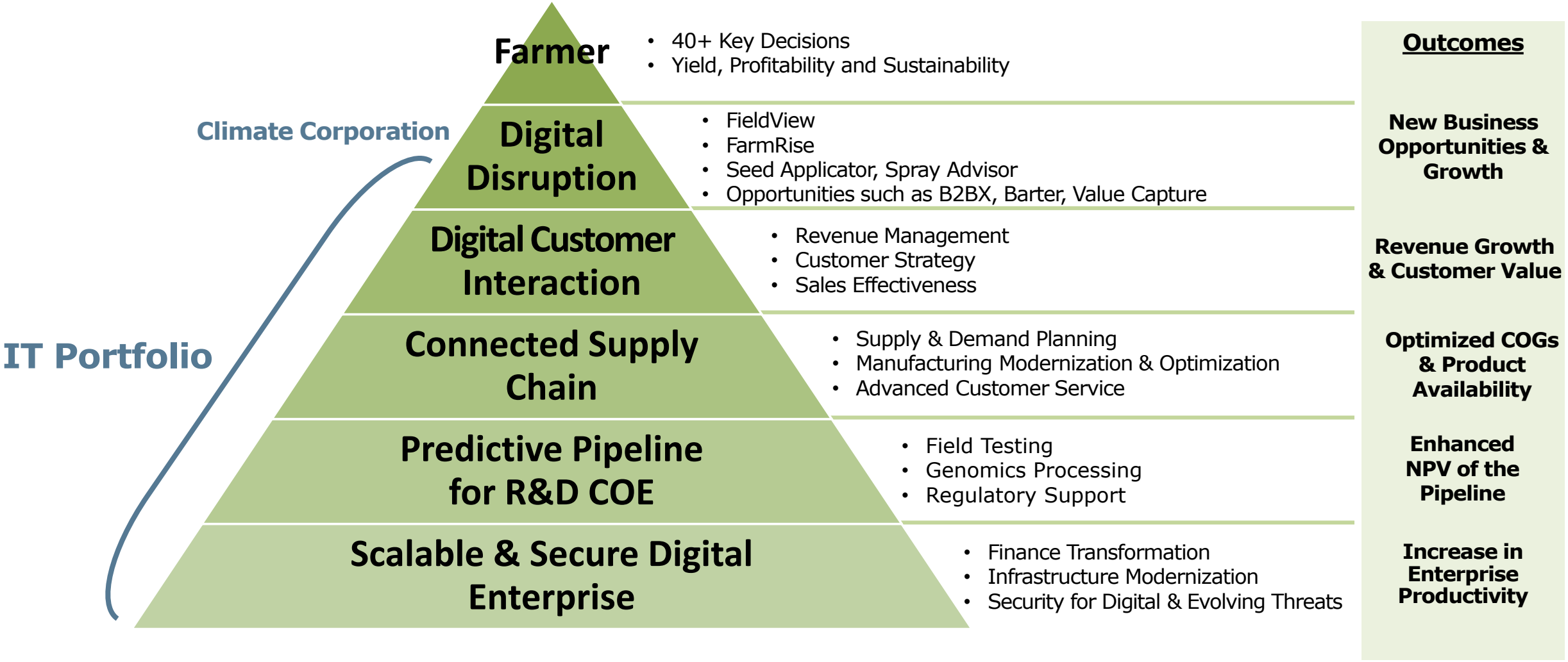
- ✓ Understanding our customers
- ✓ Enhancing business productivity & revenue
- ✓ Modernizing, securing & scaling operations
- ✓ Unlocking the value of data & analytics
- ✓ Identifying new business opportunities



Adapted from "Leading Digital" by George Westerman et al. Nov 2012

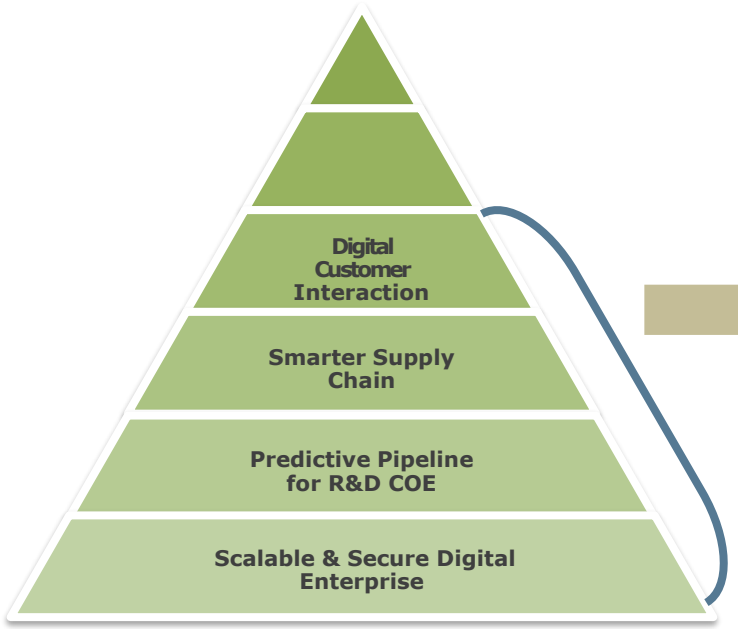
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Our portfolio focuses on delivering outcomes across R&D, Supply Chain, Commercial Operations and the Enterprise.



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Digital capability platforms integrate, protect and accelerate business growth.



Digital Capability Platforms



Field
Precision & Insight



Lab
Flexibility & Discovery



Operations
Connection & Optimization



Finance
Integration & Growth



Workforce
Productivity & Collaboration



Customer
Performance & Personalization

Analytics
Geospatial | Predictive | Machine Learning | Simulation | Customer | Cyber Security

Data
Product 360 | Location 360 | Customer 360 | Event 360 | Company 360

Modernization
Modern & Scalable | Global Support | Secure Operations | Managed Services | Application Ecosystem

We are investing in people, leadership and our culture to enable the Yield-Integrated Pipeline and to transform our business operations.

- Engineering Expertise
- Agile Practices
- Partnerships & Collaborations
- Innovation Center

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Infrastructure Modernization to Protect and Grow Our Business

Consistently Available, Scalable and Secure Information Platforms

Infrastructure Solutions that Power Enterprise-Wide Innovation



Modern, Scalable Infrastructure

Design, build & manage scalable infrastructure solutions that power innovation across the enterprise



Globalization of Support

Standardize, automate and globalize support to improve productivity



Secure Operation

Enable scalable, secure cloud infrastructure platform while delivering new capabilities and expanding managed services



Managed Services

Fully leverage industry services to enhance quality while achieving efficiencies and scale



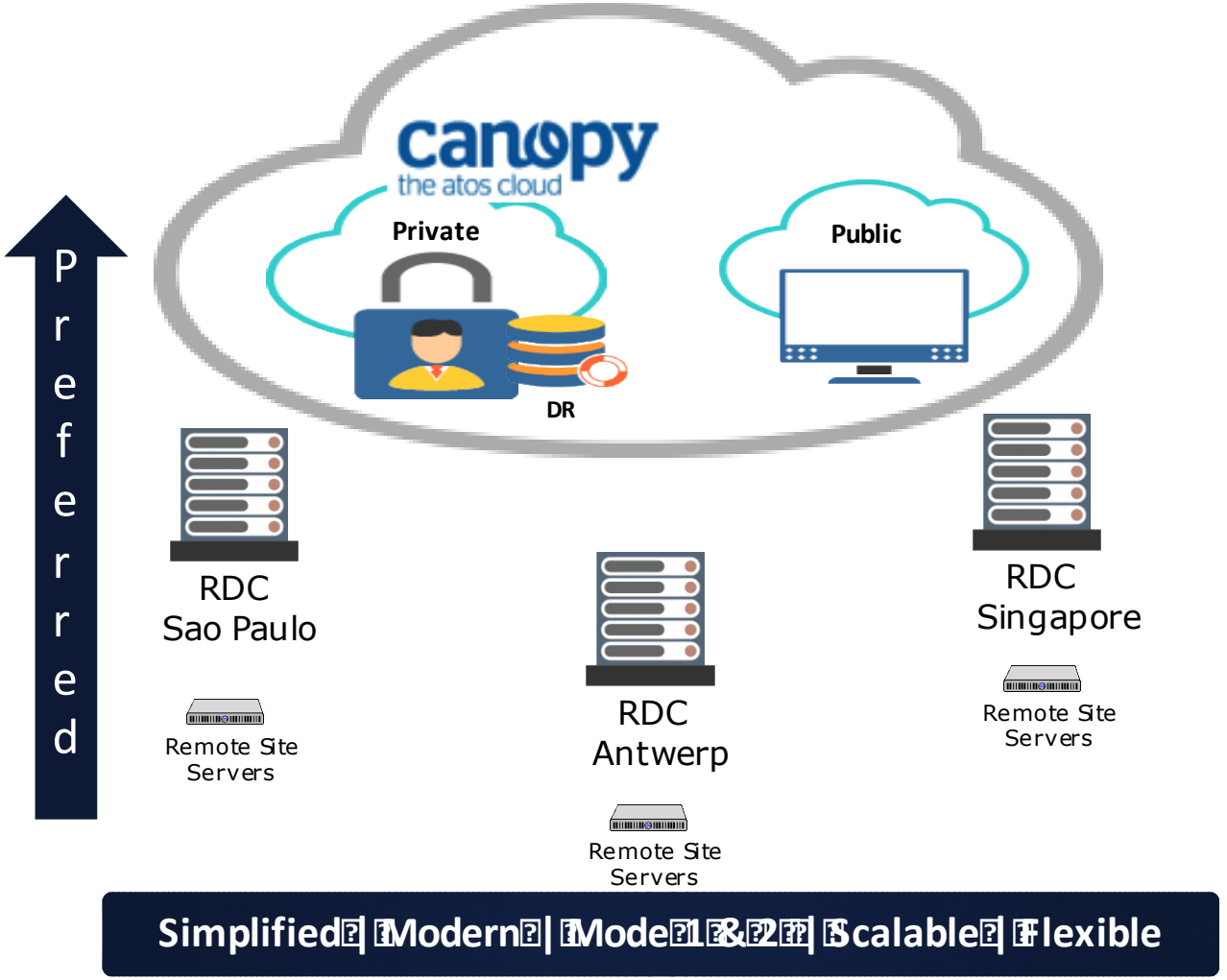
Application Ecosystem

Aggressively retire legacy systems to activate cloud-based and managed services

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Solution at a glance



Enhanced Services

- BIA aligned Disaster Recovery
- Service Catalog
- Cloud and On-Prem Provisioning
- Agile & scalable Opex model
- Monitoring & Alerting
- Capacity Management
- Patching & Compliance
- Hardware & Software LCM
- Data Analytics
- Automation

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Solution at a glance – the Role of ServiceNow



- On Demand provisioning
- Governance
- Optimize Cost
- Single System of record
- Common Operating Model

ITSM

- Accelerate Service Provisioning
- Asset Inventory
- Deliver Customized experience
- Drive Service Improvement
- Catalog
- Effective Major Incident communication

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Applications

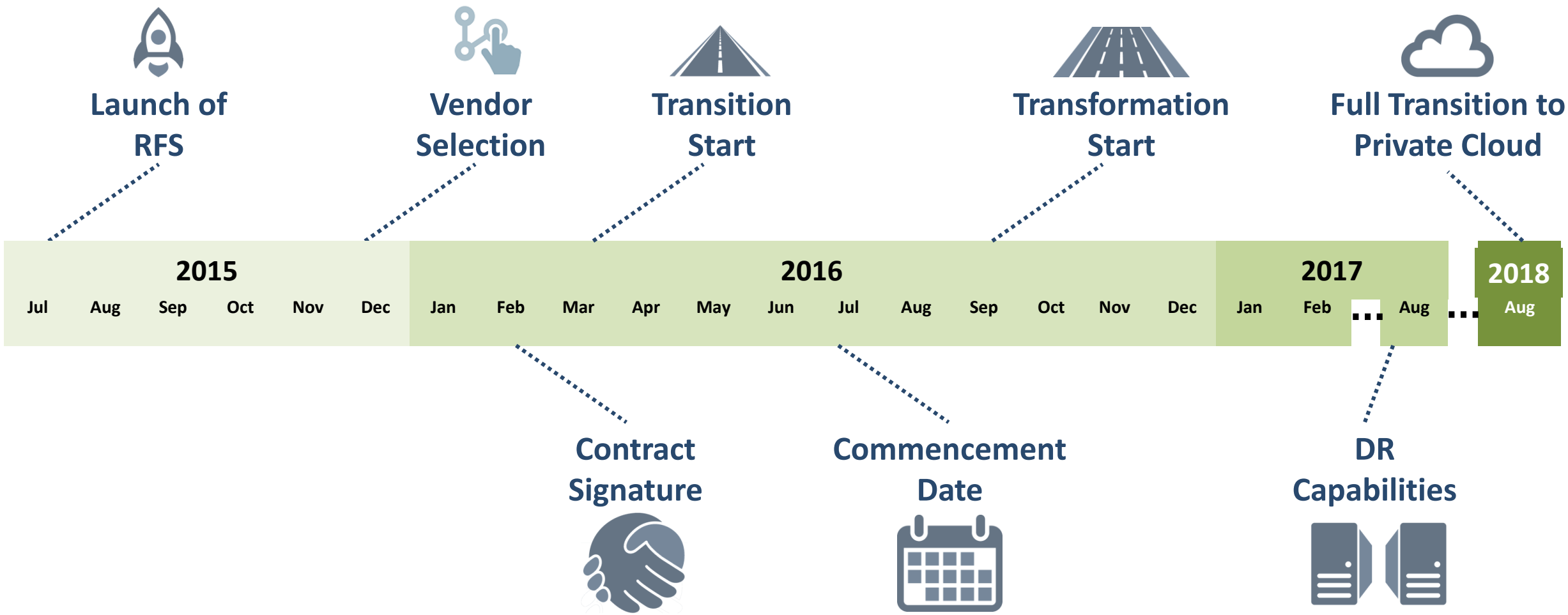
- Cloud Integration
- Declarative and Programmatic
- Development and Deployment
- Platform services
- Integration services



- Automate Workflows
- Live feed
- Categorize
- Notify (Email or Dashboard)
- Assign and respond

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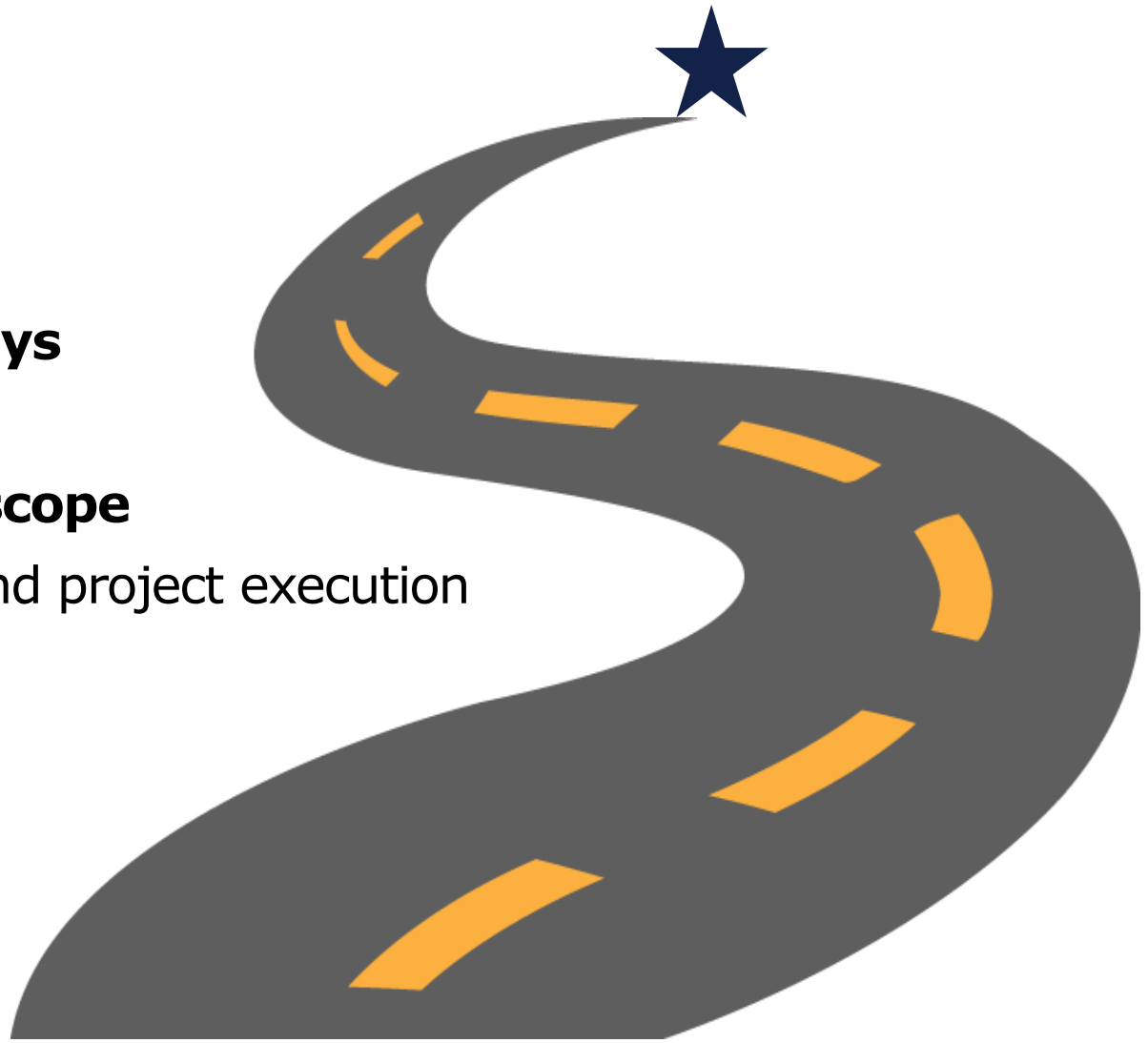
Our Infrastructure Transformation Journey



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Where are we in the journey?

- Completed transition **on time**
- Atos absorbed some Monsanto resources
- **Reduction** of P1 incidents
- **Reduction** of incident MTTR **from 6 to 2 days**
- **Compliance with SLAs** after month 3
- **Several changes** in the contract to **refine scope**
- **Improvement plans** for service requests and project execution
- Execution of **transformation roadmap**



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Lessons Learned from Infrastructure Transformation

1. Do not underestimate transition effort
2. Make sure you have solid IT service management processes
3. Make sure the organization understands it is not an infrastructure only effort
4. Always trust but verify
5. Let service partner execute the job, focus on service management
6. Do not forget to retool your team
7. Alignment, alignment, alignment
8. Communication, communication, communication

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Thank You

Visit us at
monsanto.engineering.com





Q & A

Andre Dalla Ferreira
IT Director
Monsanto

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Please take a moment to complete a session survey in the Knowledge17 app.

Thank You

Andre Dalla Ferreira

IT Director

Monsanto

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