Taking Transformation Global: DSM’s Journey to Establishing Low-Code Development Across Functions, Use-Cases and Geographies

Michael Blaettler / Service Owner Mendix / DSM
Mark Boon / Product Owner Mendix / DSM
Our Digital Journey

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2. Our Digital Ambitions
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Digital Ambitions
Our Heritage

Our digital journey

https://youtu.be/LsRqgBtVf0A

Our Ambition
Growth enablers | Digitization drives growth and improves efficiency

Customer intimacy
Improve top-line results
- Customer data analytics
- Omnichannel apps providing 24/7 customer experiences
- Strong cloud technology stack
- Digital collaboration tools

Operational performance
Reduce costs by automation & data analytics
- Increase productivity in support functions and manufacturing by automation/robotization
- Data analytics for optimization of operational processes
- Improve safety, quality and plant reliability

New business models
Digital entrepreneurship & AI
- Partnerships for digital value propositions
- Digital business transformation
- Pilots on personalized nutrition and animalized feed
- Become trusted reference in nutritional knowledge

Advanced Digital Technology Platform  ●  Agile Organization & Ways of Working
DSM IT Strategy

At GIS our vision is to bring value to our customers by providing Desirable, Reliable and Cost Effective Digital Solutions. We develop people who are passionate about delivering World Class service and solutions.

Enabling DSM’s Digital Journey - 5 IT Strategy Focus Areas and 2 Enablers
Mendix at DSM
Mendix platform vision @ DSM

Enable people to dare to build PROFESSIONAL apps that support DSM's ongoing digital transformation.
Mendix Fulfilment Model

**Functional Teams**
Include Mendix in Functional Agile Teams to deliver end-to-end cross-technology solutions

**Citizen Developers**
Every digital savvy DSM employee can develop apps

**System Integrator**
Offshore Mendix Capability and Ops Support

**Specialised Partners**
To support projects and special assignments

**Mendix DevOps Core Team**
Members in Global Mendix Core team: 11

Total Mx developers (full-time and part-time)... and increasing: 25

Regions covered (LATAM, NA, EMEA, APAC): 5

Apps in production: 30

Apps in development: 15

Apps in backlog: 60
What did we do?
Mobile Maintenance

Use Case
• Technicians in plant having real-time access to SAP Plant Maintenance work orders and related information and ability to report back
• Increasing hands-on tool time, reducing administration effort

Background
• Long running demand from plants
• Difficult to fulfill due to legacy and connection limitations

Implementation
• App in Mendix with mobile and browser access
• Connected to backend SAP using DSM’s Microservice layer
• Support for two languages
• Live at three sites (Swiss, Belgium, Spain)

Next steps
• Highly anticipated feature to introduce offline-first to cover for less connected spots in plants
• Further rollout planned for sites in all regions (APAC, Europe, Americas)
Spot pricing using Wechat

**Use Case**
- Spot pricing for food packaging in Chinese market
- High adoption of target audience using WeChat
- Technology and Business Proof of Concept

**Implementation**
- WeChat mini-program connecting to Mendix REST API’s running on Ali-Cloud Shanghai
- WeChat OpenID authentication
- Mendix app connected to backend SAP using DSM’s Microservice layer
Key learnings

Fast Mendix development and microservice development need to go hand-in-hand to connect to mode 1 systems.

Best results are in cross-technology, cross-roles agile teams.

Keep on developing and improving the foundation.

Democratize Mendix globally and allow users to take digital ownership.