

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

1

DSM at a Glance

2

Our Digital Ambitions

3

Platform Vision &
Fulfillment Model

4

What did we do

5

Key Learnings

Digital Ambitions



Our Heritage

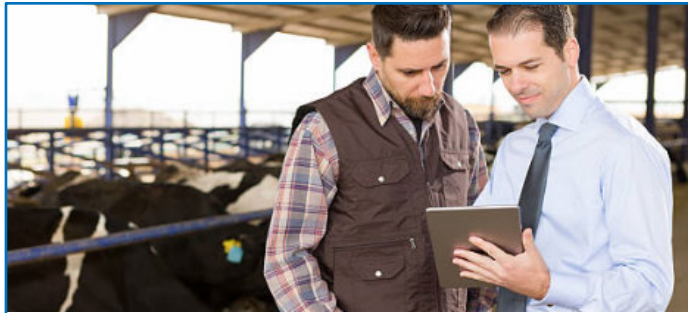


Our Ambition

Our digital journey

<https://youtu.be/LsRqgBtVf0A>

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

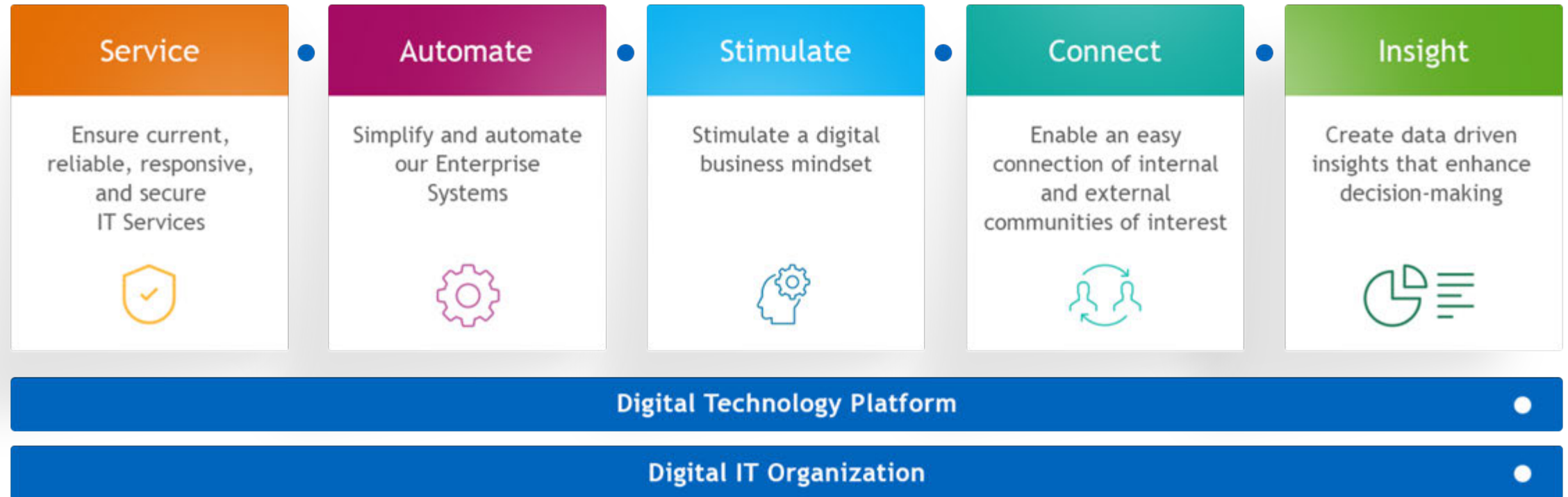
Digital entrepreneurship & AI

- 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.

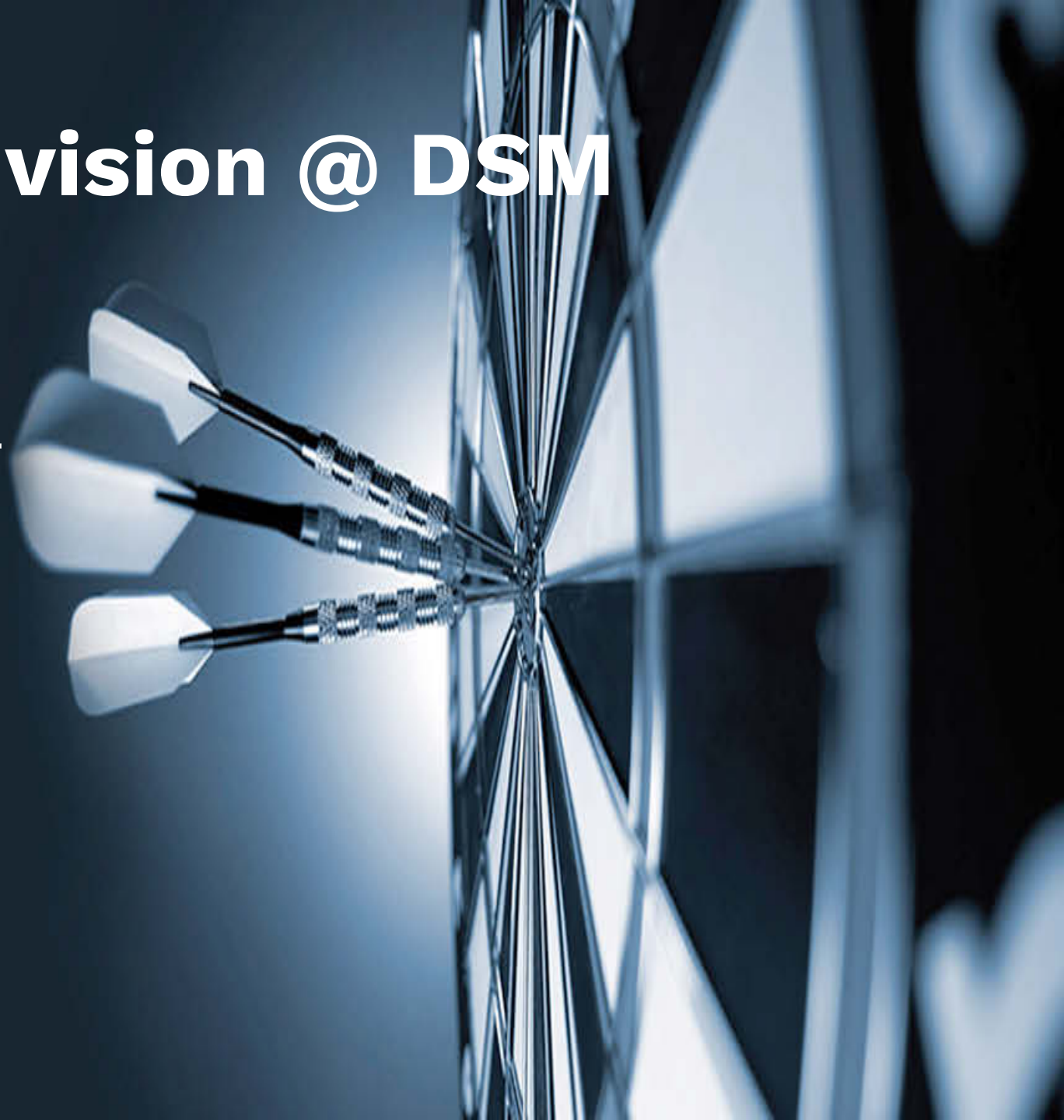


Enabling DSM's Digital Journey - 5 IT Strategy Focus Areas and 2 Enablers

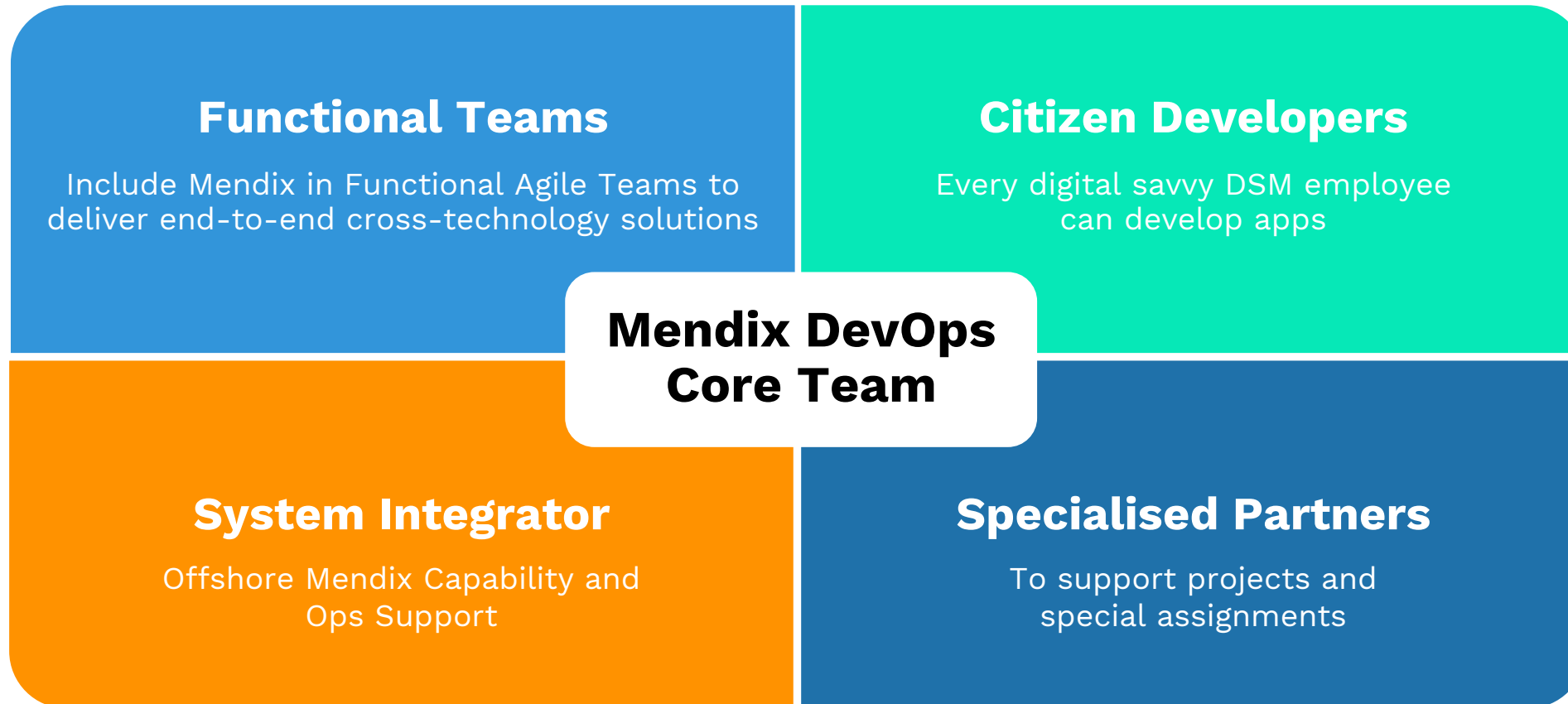
Mendix at DSM

Mendix platform vision @ DSM

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



Mendix Fulfilment Model



11

Members in Global Mendix Core team

25

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

5

Regions covered (LATAM, NA, EMEA, APAC)

30

Apps in production

15

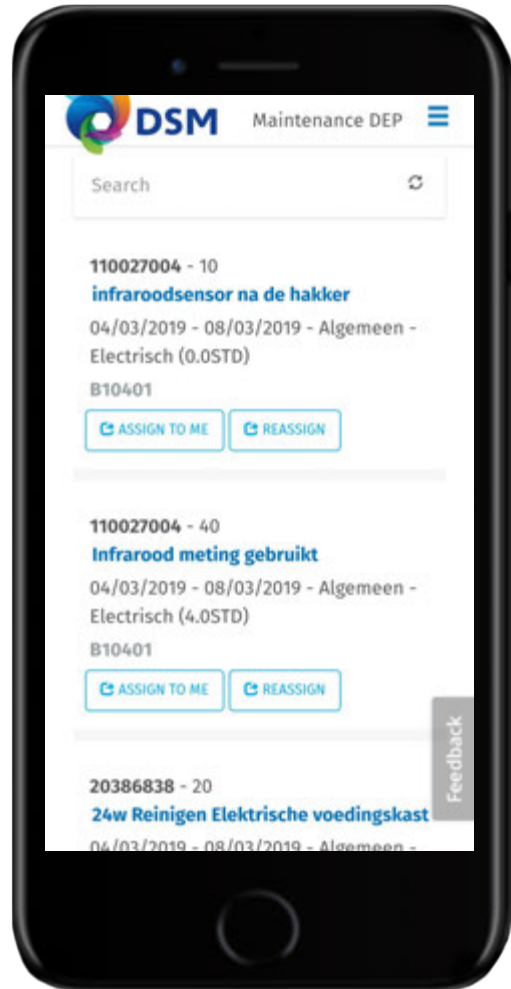
Apps in development

60

Apps in backlog

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.