



**Murray Goulburn
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From Paul Stancill, Group IT manager, Murray Goulburn Co-operative Co Ltd.

“The Murray Goulburn Co-operative has been using the **Madcap (Milk Analysis Data Capture and Processing)** product provided by Contec Group, since July 2006.

Madcap was selected by the co-operative because of its extensive functionality and history of serving the dairy industry in Australia and New Zealand over the past 35 years.

The co-operative selected the Madcap solution to replace a number of existing UNIX based in-house systems that were coming to the end of their useful lives after more than 30 years of use. The aim was to replace these aging separate systems with one integrated solution that covered all aspects of the supply chain from farm gate to factory.

The complicating factor in the system replacement was the fact that the in-house systems used by the co-operative had been tailored exactly to our needs over a 30 year period, and as such many of the required functions were specific to the co-operative. One of the most important factors in deciding to deploy the Madcap system was that it is highly configurable, and was able to be configured to do a majority of the functions required, and then be adapted in certain areas to match the requirements of Murray Goulburn.

Initially, the milk collection and milk testing modules were deployed to account for milk flow into the co-operatives processing plants, and to monitor component levels and the quality of raw milk according to the co-operatives requirements. As well as the deployment of these two modules, the deployment involved integration with an independent laboratory, integration with our transport management systems, and integration with SAP.

The next step of the system replacement involved deployment of the milk payments module. This is also an integrated part of the Madcap solution, and its responsibility is to calculate payments to farmers, manage loans and deductions, account for taxes in accordance with the laws in Australia. One of the key aspects of the system is that it is able to be configured to meet with new payment rules put in place by the co-operative on a co-operative, regional and or farmer basis. A trial period was involved in the deployment of this module to ensure that all complex rules were operating in synch between the two systems to ensure that the first payment made to farmers would be seamless from a farmer perspective.

Following the deployment of the payments module, the share equity module was deployed. This is the least used of the modules in terms of every day use. However, it is critical to the co-operative as it stores and manages all of the share registry transactions for current and former supplier to the co-operative. The system manages the shareholdings, transactions,



dividend calculations and voting by the farmers on various co-operative issues.

The co-operative also has its own farmer portal, where farmers can access a variety of information with regard to their own farms, such as test results, payments, share holdings etc. Previously the portal was updated using a series of files generated each night. The aim was to make the relationship between the portal and our co-operative systems a live one. We were able to achieve this via the use of the Web Services offered as part of the Madcap solution. There is now a secure link between our Madcap solution and our farmer portal transferring information securely via web services. As time has past, the farmer portal has become enhanced In terms of the content that it offers. Contec Group have modified the web services capabilities to provide more and more information and now information such as payment statements, production statement and shareholding statements are all available via these facilities.

Contec Group provide an excellent service in terms of support, our requests are dealt with efficiently at all times, following the procedures stipulated by our in house support systems. Murray Goulburn intends to continue using the Madcap solution for the foreseeable future, and continue to work with Contec Group to enhance the product for the benefit of Murray Goulburn and the dairy industry in general.”

