



American Crystal Sugar Company
Moorhead, MN
www.crystalsugar.com

Industry:

Consumer Goods

Annual Revenue:

US\$1 billion

Employees:

1,300

Oracle Products & Services:

JD Edwards EnterpriseOne
Human Capital Management

“Oracle’s Applications Unlimited initiative gives us room to breathe as we plan for future upgrades. This has helped us run our business more effectively. It allowed us to take the time to work on other critical projects before jumping into our next upgrade project. We were very pleased when we heard about Applications Unlimited.”

– Carmen Keller, Systems Analyst,
American Crystal Sugar Company

American Crystal Sugar Company Upgrades Management System to Minimize Costs

American Crystal Sugar Company is an agricultural cooperative that specializes in sugar and sugar-based products and by-products. As the largest beet sugar producer in the United States, American Crystal utilizes innovative farming practices, low-cost production methods, and sales and marketing leadership to produce about 20% of America’s highest quality sugar.

Challenges

- Maximize shareholder profit
- Control variable costs, such as overtime
- Manage nonproductive time

Solution

- Utilized Oracle’s JD Edwards EnterpriseOne Human Capital Management and Oracle support tools to allow American Crystal Sugar Company to minimize costs
- Optimized system availability for 24x7 operations
- Leveraged Oracle’s support tools to plan updates at the appropriate time for the business and create a more efficient migration process
- Utilized Oracle’s Global Support Center, which provides direct contact to analysts and computer-to-computer connections, giving a more efficient and superior level of service
- Reduced downtime during system upgrades
- Supported seasonal campaigns by providing the ability to hire batches of employees during the rehiring process each fall
- Utilized Oracle’s JD Edwards EnterpriseOne development tools to quickly generate applications with minimal coding