

dbcSMARTsoft® (formerly, GrainSMART®, and HedgeSMART®) is now part of the OpenLink Agribusiness Solutions Group product suite

## CASE STUDY

### Training Employees on dbcSMARTsoft at New Elevators a Snap for Elkhart Grain

#### Elkhart Grain

Elkhart, IL • 217-947-2751  
www.elkhartgrain.com  
Don Ludwig, Manager  
Janice Funk, Controller

- Founded: 1990
- Elevators: Five locations with 7.1 million bushels storage.
- Annual volume: Confidential
- Employees: 18
- Crops handled: Corn, soybeans, and specialty crops
- Services: Grain storage and marketing

“ It has dramatically changed ... the product today is excellent. It’s an extremely user-friendly program. ”

— Janice Funk  
Controller

#### Challenges

Elkhart Grain Co., Elkhart, IL, was one of the first grain companies to install dbcSMARTsoft software from OpenLink Agribusiness Solutions Group.

At the time, it was the only Windows®-based program that offered a relational database and the technology Elkhart Grain was looking for. “At that time, the company had an opportunity to provide input into the new program,” says Janice Funk, Controller.

Since the application was installed and numerous upgrades later, dbcSMARTsoft is still meeting Elkhart’s needs.

#### Business Benefits

##### Easy to Use

User-friendly software was an important feature, because prior to installing dbcSMARTsoft, Elkhart Grain handled its grain accounting manually. Funk has also found it’s easy to train new employees to use it, including those from the three elevators Elkhart Grain recently acquired with its purchase of Lake Fork Grain Co., Mount Pulaski and Lake Fork, IL.

##### Integration

The dbcSMARTsoft program has been added at those three elevators, so all of Elkhart Grain’s five facilities are tied into the one system.

“That’s an added benefit for customers who can haul grain to one of the locations and settle at another,” Funk says.



“When a problem arises, OpenLink Agribusiness Solutions Group sticks with it until it’s resolved.”

— Janice Funk  
Controller

## Flexibility

dbcSMARTsoft is one of the most flexible programs Funk has worked with in her 25 years in the grain industry. Table and profile setup is very flexible, allowing Elkhart Grain to enter its farmer customers’ information any way it wants.

“You can pretty much find everything you need in the reporting features — something for customers or something for auditing purposes,” she says.

For merchandising purposes, the futures and options portion of the software lets the company’s merchandisers track their positions constantly.

## Support

“When a problem arises, OpenLink Agribusiness Solutions Group sticks with it until it’s resolved”, Funk says.

“The support issue is really important to me,” she says. “When you have a small company, you can’t hire an IT person; you really need the support OpenLink Agribusiness Solutions Group offers.” At annual user conferences, OpenLink Agribusiness Solutions Group listens to clients’ problems and requests and then works to find answers, according to Funk. Training also is offered during the conferences.

“You can’t customize to every single company,” she says. “But when they find something that several companies need, they make that change.”

OpenLink Agribusiness Solutions Group specializes in the development of Commodity Management, Merchandising and Grain Accounting software. With over three decades of expertise in the commodity-agribusiness industry, the company is located just outside of Toronto, Canada, an agricultural, technology, and financial hub.

Our software solution includes: Commodity Management with Contracts, Tickets, Advances, Final Settlement, Accruals, Order Logistics, Debit/Credit Memos, Storage, Position Risk Management, Bin Management and Futures & Options. Also included are A/R, A/P, G/L, Financial Reporting, Inventory Costing, Production, Sales Order Processing, Sales Analysis, Purchase Orders, RIN processing, Brokerage and Contracts-Multiple Products.

For more information about our solutions contact:

OpenLink ASG — Toronto Area, Canada  
Suite 224 — 121 Charles St. W.  
Kitchener, ON  
Canada N2G 1H6  
Phone: +800 361 2114  
Fax: +519 893 8761

OpenLink ASG — Regional Office London, Canada  
347 Sovereign Rd.  
London, ON  
Canada N6M 1A6  
Phone: +519 659 2222  
Fax: +519 659 4936

OpenLink ASG — Australasia & EMEA Brisbane, Australia  
Level 8, 131 Leichhardt St.  
Spring Hill, QLD 4000  
Australia  
Phone: +800 999 095 (Australia)  
Phone: +61 7 3309 3201 (Int’l)

[info@openlink.com](mailto:info@openlink.com)

OpenLink — Headquarters  
1502 RXR Plaza  
15<sup>th</sup> Floor — West Tower  
Uniondale, NY 11556

Phone: +1 516 227 6600  
Fax: +1 516 227 1799

[www.openlink.com](http://www.openlink.com)

SAFE HARBOR: This material is intended to outline our general product offering and direction. It is intended for information purposes only and it is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for OpenLink’s products remains at the sole discretion of OpenLink. All materials provided are the confidential and proprietary materials of OpenLink.

OpenLink logo is a registered trademark of OpenLink Financial LLC.

All other trade names are trademarks or registered trademarks of their respective holders.

All text and images © 2011-2013 OpenLink Financial LLC. All rights reserved.

Elkhart-CS-LS-04