Industry: Food Service Machinery Manufacturing
Headquarters: Eaton, Ohio
Objective: Digital Transformation and IT Modernization

HENNY PENNY
Engineered to Last™

Business Need/Challenge

Henny Penny's IT department was running on what they called "ancient" software with its user interface and functionality firmly rooted in the 1990s—the "dark ages" of information technology. Back then, companies used to upgrade their software at predetermined intervals, which usually meant once a year because Microsoft tended to release its operating system upgrades (e.g., Windows 95, Windows 98, etc.) on an annual basis. Henny Penny continued to apply patches and upgrades to their IT application through 2014, when they recognized the need for a major change in their entire service request and incident management processes—along with the software that controlled those functions.

The organization realized they needed a flexible and scalable solution that would allow manufacturing personnel and office staff to submit and track requests, while also providing everyone quick and easy access to documentation such as technical manuals, test procedures, training guides, CAD drawings, parts lists, and other file types. They also needed a system that would allow employees to manage their IT infrastructure in the most efficient way possible, enabling coordinated planning, designing, and delivering of IT services. As owners (i.e., shareholders) of the business,

everyone had a vested interest in finding an application that would help their entire organization adopt and adapt new changes and processes more efficiently as their business continued to grow.

Solution

In January of 2015, Henny Penny's IT department engaged SunView Software's Professional Services engineers to implement ChangeGear Service Desk version 6.0. The purpose of this initial rollout was to handle unplanned interruptions in IT services (i.e., Incident Management) and to control the changes that flow through their IT systems (i.e., Change Management).

Shortly after version 6.0 was adopted, employees were so impressed with ChangeGear that they decided to expand the use of the Incident Management and Change Management modules throughout their organization—without even considering any other options. Corey Smith, Infrastructure Support Analyst, explained it to us this way: "We have this suite of products [ChangeGear] that we like using and it can also solve our problems, so we didn't see the need to look anywhere else." Then, Corey elaborated, "People above me said, 'We have it. We like it. We want to use it more' to maximize our investment."

Contact Us for a Demo

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Results

In February of 2021, Corey engaged SunView Software's Professional Services engineers to implement ChangeGear Service Desk version 8.0 with the Advanced Intelligence Pack, which includes SunView Willow AI™. "Suggestion Center is still the most impressive feature to me," Corey said, with confidence. "That's the one that most directly impacts time savings and helps our IT staff help end-users. A close follow up is the Field Recommender. Filling out tickets can be a pain... if you have a ton of different service request types or if you're trying to route them through different things. When it [Field Recommender] fills in a couple fields for you, that's a big time-saver."

Employees across all jobs submit tickets through Henny Penny's Self-Service Portal (SSP) and many of them routinely use Willow Chatbot to quickly find the answers they need. According to Corey, "Each person (i.e., technician) probably saves a couple hours a week." While this savings may sound negligible on the surface, if you extrapolate 2 hours per week across 3 dedicated help desk technicians plus 2 other IT teams, everything adds up to almost 18 people. If 18 people each save 2 hours per week, that comes very close to 1 Full-Time Employee (FTE). When you add it all up, SunView Willow AI™ is performing the work of 1 automated help desk technician—and that number is only expected to increase as Henny Penny continues to grow.

Looking Ahead

During our interview, Corey explained that one of Henny Penny's long-term goals is to integrate their shopping cart with SHI International Corp. "We're trying to get a tighter rein on enterprise machine resourcing by whittling down the number of different models and configurations that people can order," Corey said, with concern. They have a list of specific devices—defined by role—that end-users can order. When we explained that ChangeGear can generate a Purchase Oder, which can trigger an entire Capital Expenditures (CapEx) process, the worry in Corey's voice turned into something much more positive.

While all our clients face unique challenges, they still have one thing in common: an unwavering drive to succeed. And SunView Software is willing and able to help them push the boundaries of their requirements to transform the way they grow their businesses and foster success.

Company History

Founded in 1957 and based in Eaton, Ohio, Henny Penny is an American manufacturer of commercial-grade food service equipment including pressure and open fryers, combination ovens, rotisseries, holding cabinets, and display merchandisers. Their product line instills a unique combination of innovation, reliability, and a deep understanding of their customers' needs.

Beyond their operationally friendly and innovative products, Henny Penny continues to set itself apart from the competition by focusing on the overall customer experience, nurturing their key distributor and operator relationships, and making sure they continue to position themselves at the leading edge of identifying and solving their customers' problems. Notable clients include KFC, Wendy's, McDonald's, Chick-fil-A, and other well-known brands.

In 2009, Henny Penny introduced a new reduced-oil capacity technology with the Evolution Elite Open Fryer, a deep fat fryer using only 30 lbs. of frying oil in the vat (compared to a traditional 50 lbs. vat capacity). Superior quality and innovation are built into every product they make with reliability and functionality that never disappoints.

Since 2015, the company has been employee-owned with two-thirds of its workforce assembling products on the production floor while the remaining one-third comprises office and auxiliary staff. As of February 2021, Henny Penny employs over 1,000 people and serves customers worldwide.

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SunView Software Inc.

About SunView Software

SunView Software is a leading provider of smart IT Service Management software that helps companies build more responsive IT departments. SunView's flexible and simple solutions enable companies to better deliver, manage, and monitor IT needs across the enterprise. Created with a visionary future in mind, the consumer-like interface provides users the experience they've come to expect in all areas of life. Most importantly, SunView's Willow AI and Machine Learning Platform is helping to create intelligence-driven IT organizations—bringing together the best of human and machine to launch a new era of intelligent IT Service Management.

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