FRESHNESS, FROM FARM TO FORK

Ever wondered where your favourite restaurant gets its everyday food supply from? Chances are they are sourcing that caviar and truffle oil from a food service distributor. For our client – a broad-line food distributor delivering over a billion cases of food products to restaurants, healthcare, and educational institutions across the world, every year – ensuring accuracy, quality, and compliance was no mean task.

Infosys®

ACCURACY, LOGISTICS OF SCALE, AND COMPLIANCE

Imagine a case of corn-fed chicken landing up at a restaurant that prides itself as being 100% vegan! In the food distribution industry, reputation, trust, and success are defined by accuracy. Because any inaccuracy means restaurants cannot serve meals their customers ask for.

For our client – a large food distributor – requests of over 400,000 customers were landing on their booking management system every night as orders that needed to be delivered before the start of business. There were so many things that could go wrong – from order registration to processing of invoice and payment transactions. And all these things depended on the IT systems.

Also, for any large food service distributor, there are several laws of the land to be followed. There are food safety laws, corporate laws, distribution laws, and then some more regulations.

Infosys®

NO SCOPE TO ERR

The key to the entire food distribution business is never missing out or erring on any delivery. So what if we took away every other task from our client, and let them focus only on delivering the right food at the right time? The solution then would be to bring in automation to perform all affiliated tasks so deliveries happen unfailingly.

BREAKTHROUGH

We automated infrastructure management to ensure that the critical systems are always up and deliveries happen without fail.

Infosys®

ENSURING ACCURACY, MINIMIZING FAILURES

We stepped in to support and automate our client's entire infrastructure and applications, including the most critical – web ordering and warehouse management applications — to ensure fulfilment of orders. We brought in the Infosys Automation Platform to automate tickets, compliance, and other processes. Leveraging cloud efficiencies, we also ensured that all orders go out on time while minimizing business impact of any failure due to IT systems.

Infosys®

FOOD FOR THOUGHT

AUTOMATED
35% TICKETS
USING INFOSYS AUTOMATION PLATFORM

AUTOMATION TO ENSURE
100%
SARBANES-OXLEY (SOX) COMPLIANCE

MINIMIZED
BUSINESS IMPACT OF IT SYSTEM FAILURE

WE DID THIS FOR THEM. WE CAN DO IT FOR YOU.

Find out more about how automation can help you in fail-proofing your business processes by reaching out to us at **askus@infosys.com**

Infosys®