

Business partner integration drives supply chain success and cost efficiencies



Irish Dairy Board



Location

Dublin, Ireland

Industry

Food manufacturing/agribusiness

Business challenge

Create and deliver a streamlined, real-time supply chain to enhance a global business made up of hundreds of suppliers and customers

Solution

- Sterling Integrator®
- Sterling Collaboration NetworkSM

Benefits

- A reliable and secure communications foundation for enhanced global collaboration
- Tightly integrated business relationships with customers, and efficient up-stream supply chain with suppliers
- Improved customer satisfaction through optimised service level
- Ease of integration for faster onboarding of partners, current and future

Irish Dairy Board

Customer background

The Irish Dairy Board is a commercial co-operative and the major international exporter of Irish dairy products worldwide. The Irish Dairy Board, which owns the internationally established Kerrygold®, is Ireland's biggest exporter of dairy products. Consumer dairy products, including butter, cheese and milk powders, together with a varied choice of food ingredients, are marketed in a wide range of countries covering every continent.

Business challenge

At a time when the cost of goods is rising and margins are tightening, companies like the Irish Dairy Board want to ensure that timely and accurate information is flowing through a centralised supply chain. Due to the perishable nature of its products, it was also important for the Irish Dairy Board to improve processing and delivery times by eliminating manual processes from the supply chain.

With a business community comprised of hundreds of suppliers and customers across 90 countries, the Irish Dairy Board recognised the need to build a real-time, electronic commerce element into its supply chain as a means of growing its global business. The challenge, however, as the company moved from a legacy environment to a real-time enterprise resource planning (ERP) system, was to integrate this diverse set of suppliers and customers with a broad set of requirements, demands, and technology environments.

Solution

For added flexibility, the Sterling Commerce solution was developed through a combination of Sterling Integrator, connecting the Irish Dairy Board to their main trading partners, and Sterling Collaboration Network, an on demand B2B network that provides connectivity to the remainder of partners. This combined solution enables the Irish Dairy Board to use the most efficient and cost effective

“The Sterling Commerce solution helps us streamline our supply chain with our suppliers while continuing to meet the increasingly stringent requirements of our customers.”

John O’Moore
General Manager, Information Systems,
Irish Dairy Board

method to connect to their trading partners, simplifying and streamlining supplier relationships upstream, and providing end-to-end visibility throughout the supply chain.

Sterling Integrator is also used to support the various integration requirements of the ERP project. “Instead of ripping and replacing systems, we created business processes that traverse legacy and varied ERP environments,” explains John O’Moore, General Manager, Information Systems, Irish Dairy Board. O’Moore continued, “Sterling Integrator was selected for its proven technology capable of supporting the real-time exchange of data between all parties using a wide range of data formats.”

Several departments within the Irish Dairy Board use Sterling Integrator for customer orders, supplier invoices, and stock movements. To support partners with limited technological sophistication, many transactions are also supported through Web portal interfaces.

Sterling Collaboration Network provides the Irish Dairy Board with end-to-end connectivity that simplifies real-time collaboration with suppliers and customers regardless of their technical capability. With a significant percentage of all orders coming through electronic data interchange, the Irish Dairy Board needed a solution it could trust to handle the flow of information.

About Sterling Commerce

Sterling Commerce, an AT&T Inc. (NYSE:T) company, helps companies optimise and transform their Business Collaboration Network quickly, easily and securely so they can accelerate revenues, reduce costs and protect their enterprise. Sterling Commerce provides more than 30,000 customers worldwide with applications and integration solutions to connect, communicate and collaborate with their customers, partners and suppliers. Learn more at www.sterlingcommerce.co.uk.

Key benefits

With Sterling Integrator and Sterling Collaboration Network, the Irish Dairy Board has a solution that manages both direct and indirect communications to achieve the most effective and efficient trading relationships. By streamlining its supply chain, the Irish Dairy Board is able to onboard suppliers and customers faster—reducing the onboarding process from days to hours, depending upon each customer’s needs.

The Irish Dairy Board has achieved complete visibility across its supply chain, enabling real-time tracking and reporting so the company can make quicker and more informed business decisions to minimise errors and create additional efficiencies.

Looking toward the future, Sterling Commerce provides the Irish Dairy Board with a reliable, scalable, and secure communications foundation for enhanced global collaboration. “Meeting customer requirements is critical and at the forefront of CIO discussions. Integration technology is essential if companies are going to minimise inventory and optimise on-shelf availability. The Sterling Commerce solution is sufficiently scalable to meet the future demands of customers and suitably flexible to address our corporate growth plans,” concludes O’Moore.

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