

Deloitte.

THE RIPPLE EFFECT

Stories of purpose and lasting impact

**No more
sleepless nights.**

How one company created a supply chain without server disruption.

IMPROVING RESILIENCY FOR MORE THAN 10,000 FRANCHISE STORES

THE SITUATION

Disruption can be crippling for a food service supply chain company, especially one that serves more than 10,000 franchise stores in the United States. To help its stores serve its patrons smoothly, reliability and speed are essential.

Both were sometimes difficult to achieve. The company's on-premises server provider was experiencing far more outages than it should have, which created one challenge after another for the 24/7 operation.

Ultimately, the company was experiencing outages from time to time. A lot was at stake: An average of 2,500 orders are filled per day, each one involving between 80 and 100 items. Having its fulfillment website down was a tremendous business risk: No portal meant no orders, and with no orders, there's nothing to ship. Everything froze.

The company knew something had to change. Besides the outage problem of its current suite of on-premises servers, it also had been working with outdated architecture with multiple service providers. Various levels of OS, DB, and SAP applications needed to be aligned and upgraded.

From security, compliance, and risk perspectives, the company needed a more holistic system environment that, above all else, offered protection against unexpected disruptions, kept deliveries flowing, and ultimately kept franchises happy.



THE SOLVE

The company worked with Deloitte Cloud Managed Services (CMS) to help transform its server and application environment. In a year and a half, Deloitte created a resilient SAP infrastructure on AWS, a cloud solution that includes hosting and management services designed for uptime.

The new capability added to the SAP Application Managed Services (AMS) Deloitte had been providing the company since 2014. By bundling all its managed service applications into one provider, Deloitte created an integrated architecture that was smooth and transparent. With support and collaboration of SAP AMS and CMS, Deloitte delivered multiple business-critical enhancement and upgrade projects.

Besides transitioning the company to the cloud, Deloitte also instituted support services, which became essential for an operation that fulfills orders around the clock. With so many service providers, it had previously had difficulty getting integrated support. Deloitte changed that by serving as the sole service provider. Through an alert system, the company gets a response immediately if an issue intensifies.

Collectively, the solutions helped establish a foundation for future growth and gave the company greater resiliency against cyberattacks. Business disruptions became minimized, costs were optimized, and the company gained security compliance.

**KEEPING 10,000 FRANCHISE STORES
HAPPIER WITH GREATER SPEED AND
EFFICIENCY**

THE IMPACT

Since working with Deloitte, the company has not experienced any ecosystem outages. It is the result of Deloitte helping the company achieve end-to-end reliability through the performance of its cloud-based applications.

The nature of the holistic cloud and application environment gives visibility into every step of the supply chain, which means any changes are made from a 360-degree perspective. That kind of transparency is a firewall against disruption and helps drive up the success rate. Eliminating multiple providers in favor of only one helps solve problems faster.

Deloitte helped a global food service supply chain company migrate its IT infrastructure to a fully managed cloud model utilizing AWS to drive business agility and scalability demands. The result: no outages.



SERVING 10,000 LOCATIONS WITHOUT
DISRUPTION

LET'S CONNECT.

Do these challenges sound familiar?



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