Nedspice, Rotterdam, The Netherlands

HERE'S HOW NEDSPICE GETS INSTANT AND RELIABLE INSIGHT INTO ITS GLOBAL SUPPLY CHAIN

#1
Worldwide in producing and exporting ground white and black pepper from Vietnam

Transparency and time savings with a standardised system.

Transparency and instant insight into all processes of all production, sales, and warehouse locations. That's what Nedspice, a global and sustainable producer of herbs, spices, and dried vegetables, wanted. Together with us, NTT DATA Business Solutions, the company laid a solid foundation for future growth with SAP S/4HANA and the it.agriculture accelerator. With this, we enabled a fully traceable supply chain. In this case study, you can discover how we helped Nedspice realise its ambitions.

What challenges did Nedspice encounter?

- Gaining control over the quality of production processes. From the moment the farmer grows the raw materials and delivers them to the factory up until the moment processed products leave the warehouse and are on their way to the customer.

- Getting a firm hold on the international process of buying and selling in a market characterised by highly fluctuating prices.

- The different Nedspice sites used various master data concepts. As a result, there was no uniform insight, which made it difficult to take the right decisions at the right time.

- Being able to remain compliant with ever-changing laws and regulations at the various international sales, warehousing, and production sites.

- Gaining more transparency in working methods and traceability of raw materials throughout the global supply chain.

What solutions did we implement?

- SAP S/4HANA & it.agriculture accelerator

- SAP Analytics Cloud

- SAP Transportation Management

- Scanning solution

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What is improving for Nedspice now?

- All locations work according to the same processes through one integrated system. Nedspice now has a single source of truth, enabling real-time data analysis of all international production, warehousing, and sales locations.

- Nedspice now has up-to-date insight into market prices, enabling them to make the right sales and purchasing decisions at the right time.

- Full traceability of raw materials and products from farm to distribution, making it easier to comply with laws and regulations.

- Nedspice saves costs and time through automated processes such as real-time data analysis and scanning solutions for order picking. This also reduces the risk of manual errors.

Why did Nedspice choose us as a partner?

- Nedspice was looking for a global, stable organisation that could handle international implementations, but was also able to standardise processes at a medium-sized company.

- There was a great cultural fit between Nedspice and the consultants involved. Jos van Gulick, General director of Vietnam and project manager at the time, says: "In complex implementation projects like this, it is crucial to work with a partner who is willing to keep listening and, especially when things are difficult, keeps working on a solution together. The experts at NTT DATA Business Solutions went the extra mile when necessary and were very driven to bring the project to a successful end."

- Nedspice was keen to work with a partner with expertise in both SAP and the food and agriculture industry. In addition, it was looking for a partner with broad experience in the countries in which it operates.

NEDSPICE

Industry: Food & Agriculture
Products: Spices, herbs, and dried vegetables
Locations: Production plants in India and Vietnam. Sales offices, warehouses, and distribution points in the Netherlands, India, Vietnam, United States, United Kingdom, South Africa, and China.
Employees: 716 employees worldwide and more than 4,500 farmers supplying products directly to Nedspice
Revenue: 136.24 million in 2021
Website: www.nedspice.com

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Sustainability as a foundation

Working together on sustainable spicing. That is Nedspice's tagline. To do that, the company puts sustainability at the heart of all business processes. Since 2013, for instance, the Nedspice Farmers Partnership Programme (NFPP) has been running. A programme in which Nedspice supports local farmers in Vietnam and India to grow environmentally friendly crops and helps them to build socio-economically sustainable livelihoods. The company is also involved in the Sustainable Spices Initiative to turn the sector into a more sustainable one. On top of that, Nedspice recently opened an eco-friendly onion dehydration plant in Mahuva, India, that emits 60 percent less CO_2 than traditional factories.

> Sustainability is a topic we work on every day at Nedspice and on which there is still a lot to do.

Investing in traceability for a sustainable chain

As sustainability is the future and therefore key to Nedspice's strategy, traceability of raw materials and products is also a key focus. One of the reasons for the company to work with us on the implementation of a new IT system, was the need for traceability from field to fork.

Jos van Gulick, general director of Nedspice in Vietnam says: "On the one hand, we want to guarantee the quality of our products and have better control over it, and on the other hand, we want to use traceability to consistently record sustainability throughout the chain. This way we can show that we don't just talk about sustainability, we act on it. At the same time, SAP S/4HANA and it.agriculture help us as a food production company to meet increasingly stringent requirements around transparency. In every country in which we operate."

Holistic and up-to-date insight into a global market

Better control of quality and production processes; that was not the only motivation to make the switch to a new system. Nedspice was growing substantially in a relatively volatile market, and it simply needed holistic, reliable ánd up-to-date insight to be able to continue this growth in a profitable, but also sustainable way. And to achieve that, Nedspice had several requirements for the new ERP system. Besides a 360-view of its entire operations, optimising recipes was also high on Nedspice's list. Next to that, improving and automating data entry from labs and warehouses was a must. As well as being able to perform better data analysis, preferably in real-time.

> With this new system, we can make all data transparent. We are now able to take the right decisions at the right time.

60%

Less CO$_2$ emissions at the onion dehydration plant in Mahuva than in traditional plants

From multiple master data concepts to one integrated system

System integration between the international sales, warehousing, and production sites was also very important to Nedspice. The company wanted to move towards one master data concept, and with it a single source of truth. Something that wasn't in place before, as each sales entity had separate master data.

By implementing our system, we provided instantly reliable insights into profitability and the current international position. Worldwide. Van Gulick: "In our market, raw material prices can fluctuate a lot; if you don't have the right insight immediately - a few working days later, for example - you quickly run a financial risk. With this new system, we make all data transparent and that is of great value to us. We can now take the right decisions at the right time.

❝❝ The experts at NTT DATA Business Solutions went the extra mile when needed and were very driven to bring the project to a successful conclusion.

An international partner with industry experience

All in all, quite a set of requirements had to be met for both the implementation partner and the new system.

"Due to growth, changing processes and regulations, we were increasingly running into limitations of our existing systems. Where sales and administration could perhaps still be captured well enough with the old software, in too many places more and more Excel sheets were tied together to create the required functionality. This was no longer tenable," comments Van Gulick on the old situation.

❝❝ SAP S/4HANA and it.agriculture help us, as a food production company, to meet increasingly stringent requirements involving transparency.

Nedspice was keen to work with a partner that - besides offering software that could cover multi-currencies and international compliance rules - had experience with international implementations in countries in which it operates. Experience with similar companies in the food and agriculture industry was also a requirement. Conditions we could meet. But, of course, that does not mean that such a project goes off without a hitch.

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67%

Less usage of water at the onion dehydration plant in Mahuva than in traditional plants

60

Different countries as customers

On that, Van Gulick says: "Nine times out of ten such processes are tough. Especially when you switch from a fragmented system, supported by a lot of Excel work, to a single SAP system. It demands a lot from your organisation. And that's why you need a partner who stays at the table, keeps putting in their effort, keeps listening and keeps working towards a solution. And that's exactly what the experts of NTT DATA Business Solutions did."

Getting even more out of the system in the future
Nedspice is satisfied with its new system, which is already helping to better monitor its daily operations. But Nedspice's wishlist hasn't been complete checked off yet. In the future, for instance, Nedspice would like to do more with the integration of the system towards the farmers themselves. To help them with insights from the system data, for example. But also, to capture data needed to take the right steps towards more sustainable production.

In addition, Nedspice would like to get even more out of the system. Van Gulick states: "We are still tweaking it and it takes time for everyone to become comfortable with it, let alone to actively look for new possibilities. However, we already see a lot of benefits from our new system in our daily operations. By automating our data entry with our scanning solution for order picking for example, we now save a lot of time. We have better and up-to-date insight into our entire chain, a standardised way of working worldwide, and we have more control over the quality of products. In that sense, we are more than content with it."

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