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DIGITAL TRANSFORMATION IN THE DIARY INDUSTRY:

HOW GOOGLE CLOUD PLATFORM

HELPED BOOST EL ORDEÑO'S BUSSINESS PROCESS

Cloud Immersion
By Pyramid Consulting

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Google Cloud

Succes cases

Digital transformation in the dairy industry:
How Google Cloud Platform helped boost the
processes of the company El Ordeño.

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Digital transformation in the dairy industry:
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With more than 20 years in the market, the Ecuadorian company El Ordeño has consolidated its position as a company that produces and markets nutritious dairy products through a business model that is associative, inclusive and with a governance principle based on people's well-being.
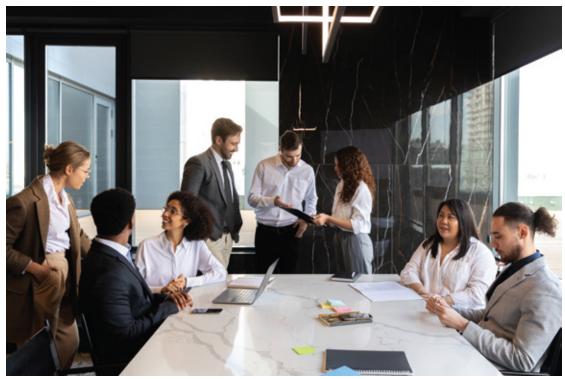
Process evolution and consolidation

In the competitive world of the dairy industry, operational efficiency and product quality are fundamental to success. **El Ordeño**, a leading company in Ecuador and regionally, faced the challenge of improving its internal processes and raising the quality of service to stay at the forefront of the market. The solution came from the hand of technology: the implementation of **Google Cloud Platform**, a system that complemented and improved its **SAP S4HANA** operational processes. According to the concept of Sebastian Espin, Head of Systems and IT Projects at El Ordeño, the implementation was a carefully planned process that involved all areas of the company, from production to customer service. "The process we carried out with Pyramid was an upgrade of migration and management of **SAP S4Hana** workloads to **Google Cloud Platform** at a technical level, which empowers us to have more control in the processes, we did a needs analysis to identificate the information we were looking for. The main modules are: Transportation and Storage, which allow us to receive better data and be updated and prepared for any need, it is a way to foresee any situation," Espin comments.

He also adds, "We were able to identify some things that are now done more accurately through more technical data, before it was manual, now the data we receive improves reports, internal developments and helps to better understand the needs of the company, seek to optimize results and get the best out of the **SAP** system."

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The challenge in the digital transformation: making decisions through data.

"The entire implementation had the coordination and verification to achieve the migration of data from each area of the company and was supported by Pyramid's team of consultants, the processes managed by each Key User were reviewed, the systems were passed one by one, then, tests were performed to evidence the accuracy of the data, scenarios and the correct information," says J**osé Antonio Jaramillo**, Pyramid's commercial leader in **Ecuador**.

For **Jaramillo**, the challenge of the implementation consisted of analyzing the dynamics of the **El Ordeño** organization. It is a company that operates from Sunday to Sunday at the production level, which implies that it is a company that has a 24-hour operation, whether it is commercial, production, administrative or distribution. Understanding these processes implies how to take better advantage of the functionalities of your business.

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"When a solution such as **SAP S4HANA** is migrated, there are associated challenges and, due to the high level of operation of **El Ordeño**, it is necessary to implement the process in the shortest possible time so as not to affect the movement of the business in each of its areas. Therefore, the demand is high for us, which implies having a great professional team of consultants who are experts in the management of strategies that minimize business disruption. Our main challenge was to achieve very low unavailability, with zero impact on the business," says **Jaramillo**.

Pyramid is consolidated as a partner with many years of experience, where we have managed to develop a methodology based on **SAP** best practices, complemented with our own protocols and models, in addition to having a specialized technical staff with personalized attention to each client, in this case, **El Ordeño**.

"In the same way, we have validated these processes in other cases of similar clients in their core business, such as the Lactalis Group (France) with dairy operations in several countries and with **SAP** technology. With them we also had a successful execution, which has allowed us to have better practices and adaptation", adds **Jaramillo**.

Similarly, Jaramillo mentions that: "our loss of customers is minimal, we have more than 18 years of experience with **SAP**, our customers are companies with very important operations, both national and transnational with a very high level of demand, we have taken the **SAP** world to the **Clou**d world very effectively serving our customers through a support desk with more than 10 years of experience. We have a high qualification from our customers in terms of quality of service and for the specific case of **El ordeño**, we have been working for more than four years".

RESULTS...

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The implementation of the **Google Cloud Platform** translated into tangible benefits from the start. The company experienced a noticeable reduction in **SAP** system response times. This not only increased productivity, but also reduced operating costs, enabling more effective allocation of resources.

Trust in Pyramid

"With **Pyramid** we have a close relationship due to their trajectory, experience and level of consultants, they have provided us with excellent service and support in every process. Working with **Pyramid** is a pleasure, more than a Partner, they are people and always help us to solve, they make us feel important to them. We already know Pyramid previously, it was a simple process with the coordination, the support from the consultancy, they made the process easier for us", says Espin.

Quality of service

Likewise, **Sebastián Espin** assures that: "when we started implementing **SAP**, we noticed that **Pyramid** was a Partner that offered us the experience, knowledge, support and confidence in the management of the **SAP** portfolio. Over time, we have been incorporating those products into our systems." Improved product quality and operational efficiencies translated directly into a markedly improved customer experience. The company's dairy products not only reached markets faster, but also met higher quality standards. The ability to respond quickly to customer demands and ensure consistency in product quality.

Case file

Client: El Ordeño
Systems Manager: Sebastián Espin
Industry: Dairy
Sector: Private
Implementation: Ecuador.

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