





Fast paced consumer goods and onshore SAP Support

Premier Foods create products that the nation loves, and they have been doing it for a long time - many of their well-known brands have been part of UK life for more than a century.

With a large portfolio of much-loved brands including Ambrosia, Batchelors, Bisto, Loyd Grossman, Oxo and Mr Kipling it's not surprising that at least one of their brands can be found in 96% of UK households.

Premier Foods source ingredients locally wherever they can, keeping supply chains short to ensure higher quality and to reduce environmental impact. This ethos extends across their entire supplier base, with the company spending almost 90% of their annual procurement budget with local British suppliers. They also believe in working closely with their suppliers to develop mutually beneficial partnerships.

Premier Foods selected Edenhouse as their UK based partner because of their unrivalled SAP expertise and the depth of their industry knowledge. Edenhouse's onshore model also fits the fast paced UK consumer goods business.

The Opportunity

In an increasingly competitive business environment, an efficient and effective SAP Partner who could work locally with the business was of vital importance to Premier Foods, and Edenhouse fitted the bill.

It was quickly recognised that moving to a new support supplier would need a solid and reliable transition plan that worked across the entire business. Premier Foods needed confidence that any new support partner would be able to provide them with both the right level of support and an in-depth understanding of their business. Given the criticality of the SAP systems to Premier Foods' business continuity, a solid track record in transitioning services from other providers was key to the bid.



“ Premier Foods are excited by the move to Edenhouse. We’ve received excellent feedback from the business and from all the teams on the change programme. ”

Mark Vickery
I.S. and Change Director, Premier Foods

The Solution

Edenhouse engaged with the Premier Foods management team to demonstrate they could work together closely to create a long term strategy to build improvements into their systems, and reduce support costs over time. Edenhouse’s integrity and transparency in suggesting long term solutions rather than short term fixes helped develop a high level of trust between the teams even before contracts were awarded.

Edenhouse proposed a focused support model that would deliver cost savings to the business over time by reducing support call volumes. This cost saving was still underpinned by essential 24x7 support services for business critical processes such as Basis, PI and WM, which was essential due to the complex 24x7 logistics operations that Premier Foods operates. However, recommendations were made and accepted by the Premier Foods business that areas such as BW and APO did not require 24x7 support.

The Result

Edenhouse seamlessly transitioned Premier Foods from an offshore service to a UK based service model in under three months; two weeks earlier than originally planned. The business benefited significantly from access to UK SAP consultants who not only understand SAP but have extensive business experience. As a result, end user confidence and satisfaction with the service Edenhouse provides has been consistently high from the start of service.

The Edenhouse approach - ‘fix it once, fix it forever’ - often means reducing Edenhouse future revenue; educating end users to undertake certain actions themselves rather than log a support ticket. Edenhouse believes that by empowering customers in this way and encouraging users to take more control, the business quickly develops internal expertise and is better able to manage day-to-day system queries. This leaves the experts at Edenhouse to assist in areas where organisations such as Premier Foods will derive the most benefit, such as how to better utilise their current SAP solution or simplify existing processes.

The next steps on the Premier Foods Edenhouse journey are to review the existing systems landscape and look for opportunities to maximise return on their current investment, as well as continue to support in-flight projects in the commercial and logistics space.



About Edenhouse

Edenhouse is a full service SAP consultancy providing fully integrated end-to-end business solutions and support services for both new and existing SAP clients. As a Gold Value Added Reseller of SAP solutions Edenhouse is licensed to sell both Cloud and On Premise software. They provide a complete service of enterprise solutions from Licence, Implementation Services, Managed Services, through to Support and Maintenance.

Edenhouse is a trusted partner to over 350 organisations with skills and experience covering all aspects of the SAP application lifecycle, and through their unrivalled SAP support services are dedicated to helping clients optimise their investment in SAP.

www.edenhousesolutions.co.uk

About Premier Foods

Premier Foods is headquartered in St Albans, Hertfordshire and is one of the UK's largest branded food producers, employing around 4,000 people across 13 UK sites. The company has a large portfolio of much loved brands including Ambrosia, Batchelors, Bisto, Loyd Grossman, Oxo and Mr Kipling.

www.premierfoods.co.uk

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