How Is a Canadian Food Importer Keeping Up with Rapid Growth?

From local mom-and-pop shops to massive big-box giants, retailers, restaurants, and hotels all over Canada count on getting quality food items, on-time deliveries, and top-notch customer service from I-D Foods Corporation. Importing and exporting fine foods since 1948, I-D Foods continues to grow at a rapid pace and is always looking for new sales opportunities. So when its legacy ERP system could no longer keep pace, it was time for a digital transformation.

I-D Foods determined that SAP S/4HANA® on IBM Power Systems offered the cutting-edge process automation and powerful analytics it needed to support increased volume, boost operational productivity, and provide deeper customer insight. Automated warehouse management will help I-D Foods reduce stock, expand product offerings, increase availability, and accelerate fulfillment. Plus, deep, real-time business insight will help the company better understand and predict demand. With SAP S/4HANA, I-D Foods has the competitive advantage it needs to continue growing and keep customers coming back for more.
I-D Foods is one of Canada's largest imported specialty and natural food companies, with offices and warehouses throughout the country and a national trucking network. The company serves around 10,000 business customers, including restaurants, hotels, and grocery stores. As the company experienced rapid growth, it needed to replace an outdated legacy ERP system. To streamline operations, optimize warehouse management, speed deliveries, and deepen customer insight, it chose SAP S/4HANA® running on IBM Power Systems.

“We are always looking to improve and win more customers. An important part of that is delivering great service. To achieve our future ambitions, we needed to adopt a platform that could offer deeper operational insight, greater agility, and superb scalability.”

Mike Issenman, CTO, I-D Foods Corporation
Optimizing Warehouse Management with SAP S/4HANA®

To keep up with rapid business growth, I-D Foods needed to replace outdated ERP applications. It chose SAP S/4HANA on IBM Power Systems – achieving flexibility, reliability, virtualization, and scalability.

Before: Challenges and Opportunities
• Legacy ERP system that could not keep pace with more customers and product lines and increasing warehouse loads
• Lack of reliable inventory data, causing delays in order placement and shipping
• Need to streamline business processes and enhance analytics to better understand and meet customer needs

Why SAP and IBM
• SAP S/4HANA with support for cutting-edge process automation and powerful analytics that will help increase volume, boost operational productivity, and provide deeper customer insight
• IBM Power Systems to enhance performance and make it possible to add computing capacity as needed
• IBM PowerVM to run multiple operating systems on the same physical machine

After: Value-Driven Results
• Deep, real-time business insight, including the ability to evaluate processes and study demand and profitability per product over time to better predict customer needs, improve service, and discover new sales opportunities
• Stock optimization that aligns with forecasted demand, which will help reduce inventory levels, lower storage costs, and save space in warehouses
• Real-time data processing so orders are transferred to the warehouse in seconds
• Analytics that will help optimize item placement based on picking frequency
• Faster turnaround, so goods spend less time in the warehouse before being picked and shipped – making it possible to expand the range of perishable food offerings
• 87% smaller hardware footprint, resulting in lower hosting fees*

“SAP S/4HANA is giving us a strategic advantage over other distribution companies – period.”
Mike Issenman, CTO, I-D Foods Corporation

Featured Partner
IBM
6x
Faster transfer of customer orders to I-D Foods using a new SAP Fiori® app*

50%
Rise in targeted number of stock picks per employee through better warehouse management*

Watch to learn more on how I-D Foods is running better with SAP S/4HANA.

*Expected benefit