# Nature's Path Foods selects IFS Success to support company-wide digital transformation

IFS Success allows organic food pioneer to work smarter with a reduced IT burden and maximize its ERP solution

Nature's Path Foods has been a pioneer of the organic movement, long before environmental, social and governance (ESG) became a commonly used business acronym. Since its foundation in 1985 it has prioritized organic food and farming as the best way to care for our bodies and for the planet.

The company now has over 700 team members with manufacturing facilities in the U.S. and Canada. Its entire range of 150+ products are vegetarian, certified organic and Non-GMO Project Verified—and sold in over 50 countries worldwide.

## Food and beverage innovation, matched by IT-led innovation

But it is not just an industry pioneer. Nature's Path has always used technology to help manage the complexities associated with being a trail blazer in the organic food and beverage sector. Since 2005, the company has used IFS software to support critical financial, inventory and operational processes spanning everything from crucial recipe management to the often time-critical movement of product from inventory into production, right through to warehousing and distribution.

In the last three years Nature's Path has prioritized a more holistic approach to further IT innovation. It developed a company-wide digital transformation roadmap. This roadmap hinged on creating a new Business Solutions department, coupled with an understanding that it needed more digital capabilities, and a desire to underpin its operations with cloud-based enterprise architecture.

## Upgrade to business-critical IFS software prompted a conversation around driving efficiency with expert support

This roadmap involved an upgrade to its IFS solution to ensure the business was benefitting from the latest innovation and technology. Nature's Path realized that this also presented an opportunity to address any single points of failure identified in the company's growing operations.

## About Nature's Path

Founded in Vancouver, British Columbia in 1985 by Arran and Ratana Stephens, family run Nature's Path Foods produces sustainably produced organic breakfast and snack foods. From headquarters in Richmond, the organization practices regenerative organic farming to enhance soil's ability to capture $CO_2$. With a constant environmental focus, all company manufacturing facilities are zero waste and targeting carbon neutral operations. Latest sustainability initiatives include adopting reusable, recyclable, or compostable packaging by 2025, and further fundraising programs for local communities.

The Nature's Path team previously had in-house systems admin resource focusing on IFS. Engaging IFS Success to bring in expert software support services would immediately address any resource gaps, such as the ability to handle support tickets.

By removing the need to resolve these operational requests the Nature's Path IT team's time and resources would immediately become available to focus on other initiatives and value provision within the company.

IFS Success is designed to support customers throughout the lifecycle of their engagement. It enables customers to define the level and extent of proactive engagement they need to realize value and deliver the outcomes that matter to their business. "Our initial conversation with IFS around the IFS Success offering was all about figuring out what support model we needed," said Joseph Luiz, Business Analyst, Business Solutions Department, Nature's Path Foods.

It was decided that operational application management with ongoing access to IFS experts would optimize Nature's Path IT resources to drive efficiency and deliver value.

## 24x7 system support to reduce Total Cost of Ownership (TCO)

In early 2020, the team at Nature's Path recognized that application management support was essential while the delivery phase of the upgrade was in-flight, and would then become a vital part of day-to-day operations.

"We wanted to make sure we had third-party support with a deep knowledge bench, available 24x7, to support our system. So, no matter what resource turnover we had in-house, we would always have continuity with the system," says Joseph Luiz.

**Benefits seen using IFS**

- 24x7 support during and post-software upgrade
- Improved ticket resolution
- No single point of failure for system support
- Reduced overall IT burden
- Expertise to shape the future use of IFS software and deliver more value to the business

## Plugging knowledge gaps with skilled expertise

Alongside this, and in the wider context of its digital transformation, the team at Nature's Path recognized that there was an opportunity to better leverage IFS cloud enterprise software and address any knowledge gaps.

"The consultancy element of IFS Success as we grow as a business has also been really good," continues Joseph Luiz. "One person can't know everything, so with the support of IFS Success we can much more easily reach out to explore new functionalities we feel are worth investigating."

> "We have leveraged IFS Success to improve processes. By outsourcing IFS-related IT requests there has been a huge increase in volume of queries and tickets we've been able to handle"

Joseph Luiz, Business Analyst, Business
Solutions Department, Nature's Path Foods

## Achieving success, now and into the future

Prior to the engagement with IFS Success, there were many business-critical issues the Business Solutions team within Nature's Path had to focus on—and spend a lot of time and resource addressing. With the help of IFS Success, Nature's Path IT resourcing was optimized to deliver value, meaning Business Solutions Analysts were able to focus on applying innovative technologies and plan for the future.

By engaging IFS Success and optimizing the IT resource, Nature's Path IT team can work smarter. IFS Success also improves end-user productivity, increases overall uptime, and allows the IT team to focus on generating business value.

"We have leveraged IFS Success to improve processes by outsourcing IFS-related IT requests. The result is there has been a huge increase in volume of queries and tickets that we've been able to handle," says Joseph Luiz.

Going forwards, Nature's Path will utilize IFS Success to improve critical business processes and workflows, such as increasing visibility across the whole supply chain. "A huge part of how Nature's Path uses IFS cloud software is on inventory management, from order creation through to raw materials, creation of shop orders through to customer shipment," finishes Joseph Luiz. "Given the current urgency around supply chain resilience, we see IFS and its Success offering really supporting us to help us make some important progress at scale."

## Find out more

Further information, e-mail info@ifs.com, contact your local IFS office or visit our web site, ifs.com