

Blue Diamond Growers



Blue Diamond Growers (BDG) is a global manufacturing company that produces and distributes almond products across multiple geographies. They implemented SAP Integrated Business Planning (IBP) to improve their supply chain planning process. However, they faced several challenges in maintaining the system and ensuring it runs efficiently. They required ongoing support and maintenance services to ensure system stability, data accuracy, and timely execution of business processes.

Challenges	Solution	Results
<ul style="list-style-type: none">• <u>Lack of in-house expertise</u>: BDG had a limited number of in-house resources with expertise in managing the SAP IBP system. They required external support to fill the gap and ensure their system runs efficiently.• <u>Data Integration issues</u>: BDG's system had a significant challenge with data integration. The data from multiple sources needed to be integrated into the system to provide an accurate picture of the supply chain.• <u>System upgrades and maintenance</u>: BDG required regular system upgrades and maintenance to ensure the system's stability and efficiency. However, they lacked the necessary resources and expertise to manage the upgrades and maintenance in-house.	<ul style="list-style-type: none">• To address these challenges, BDG engaged CloudPaths to provide SAP IBP support. CloudPaths provided a comprehensive support package, including:<ul style="list-style-type: none">• <u>Ongoing support services</u>: to ensure that BDG's SAP IBP system runs efficiently. The services included system monitoring, incident management, and problem resolution.• <u>Data integration services</u>: to help BDG integrate data from multiple sources into the SAP IBP system. The services included support for data cleansing, data mapping, and data transformation.• <u>System upgrades and maintenance</u>: CloudPaths managed system upgrades and maintenance on behalf of BDG. Ensured the system was updated regularly with the latest patches, upgrades, and new features. Also provided support for system testing and validation.	<ul style="list-style-type: none">• Engaging CloudPaths resulted in several benefits for BDG, including:<ul style="list-style-type: none">• <u>Improved system stability</u>: The ongoing support services provided by CloudPaths helped to improve the system's stability, reducing the number of incidents and downtime.• <u>Accurate data and better decision-making</u>: The data integration services provided by CloudPaths helped to ensure the accuracy of data, leading to better business decisions.• <u>Increased efficiency</u>: CloudPaths managed system upgrades and maintenance, freeing up BDG's resources to focus on core business activities, leading to increased efficiency.
<ul style="list-style-type: none">• Conclusion - Engaging CloudPaths to provide SAP IBP support helped BDG address their challenges in managing the existing IBP system. The CloudPaths ongoing support services also enabled BDG to enhance the usage of existing solution to better Contract management, Demand Sensing, Long Range Planning, Storage Constraint Planning, and leverage new UI and Analytics capabilities within IBP.		