

# Sazon, Inc.'s path to innovative, cloud-based solutions with Infor CloudSuite Food & Beverage and Apex Systems



## Overview

For over 50 years, food company Sazon, Inc. has provided industry-leading products that share the flavors of Latin America with the world. Commercialized under the brands Sazón GOYA® and GOYA Cubitos en Polvo®, and distributed by GOYA Foods, Inc., these products are widely used in residential and commercial culinary settings. Faced with a rapidly evolving industry landscape, Sazon, Inc. decided to comprehensively upgrade the technology powering its operations, seeking an end-to-end system that would support the operation from supply chain to regulatory compliance and equipment maintenance.



### Challenges

- Responding to a cybersecurity attack
- On-prem solution did not support regulatory requirements
- Isolated production and financial data stream



### Outcomes

- Fast and effective response to a significant ransomware attack
- Integrated data analysis tools, improving operational efficiency
- Future-proof technological infrastructure

## Challenge

Historically, Sazon, Inc. relied on a custom-built ERP system and on-premises technological infrastructure. Faced with increasingly complex industry requirements and management's desire for detailed, real-time data linking production and finance, Sazon, Inc. sought a tech stack that could grow with them for years to come.

The software that Sazon, Inc. previously employed left departmental data siloed, making it difficult to analyze manufacturing activity and corresponding financial entries in tandem. The system was also unable to differentiate between price and quantity variances in the consumption of materials, making it difficult to account for rapidly changing material costs. It also lacked many tracking capabilities, requiring Sazon, Inc. to run a parallel, paper-based system to facilitate lot tracking and mock recalls—a critical industry requirement.

To address these issues, Sazon, Inc. turned to Infor CloudSuite™ Food & Beverage—Infor's manufacturing and distribution ERP system—and partnered with technological consultant Apex Systems to ensure the transition to the new tech stack was both efficient and non-disruptive to day-to-day business.

Sazon, Inc. successfully implemented an on-prem solution using Infor's Implementation Accelerator program. The company quickly realized the comprehensive advantages of the industry-specific software, and enjoyed its benefits for about two years.

Only when the system fell victim to a ransomware attack at the peak of the holiday season did they experience an urgent call for change. The attack jeopardized Sazon Inc.'s ability to maintain operations during a critical season for its business. The team needed to urgently recover and meaningfully enhance security as quickly as possible.

To do this, Sazon, Inc. worked with Infor™ to quickly and comprehensively transition to a cloud-based environment. They reengaged Apex Systems as an implementation partner, knowing that together, they could stand up a new system and migrate recovered data in record time.



## Solutions and outcomes

Addressing the ransomware attack became the top priority for Sazon, Inc. and its partners. Even with many team members out of office for the holiday, Infor and Apex were able to step in and address the crisis with exceptional speed and precision. Standing firm on Sazon, Inc.'s commitment "not to negotiate with terrorists," the company restored operations in just a few weeks without making concessions to the bad actors. "We did it, and I'll be honest, nobody thought it was possible," said Natalia Ortega, Director of Operations for Sazon, Inc. The entire ordeal highlighted key benefits of operating in the cloud—rapid commissioning and resilience to future attacks.

"Because teams become accustomed to their internal processes, companies are often reluctant to adopt new technologies," said Ortega. "But with the right partners, change can unlock a world of possibilities." Given their experience with Infor and Apex's Implementation Accelerator, Sazon, Inc. dove in without hesitation to the Cloud migration.

Sazon, Inc. quickly began to enjoy the benefits of cloud-based, industry-specific solutions. The entire organization can now access integrated data regardless of whether they are working on-site or off-site, allowing the company to more effectively collaborate and provide faster issue resolution. By default, the cloud-based product also provides more user-friendly interfaces, action-oriented workspaces, and easy-to-read documents, cutting down employee time spent learning and customizing new programs.

Increasing managerial visibility and organizational accountability through a single, end-to-end ERP system has laid the foundation for Sazon, Inc.'s continued growth. The company is set to open a new facility, which will integrate seamlessly into the existing CloudSuite architecture and operating procedures. Infor CloudSuite Food & Beverage gives Sazon, Inc. the confidence to lead the industry through innovation.



"Technology is evolving faster than ever, and if you fall behind, you are cheating yourself of the best solutions the industry has to offer," said Ortega. "Now that Sazon, Inc. is based in the cloud with Infor, we are confident we will benefit from the latest and greatest solutions and enhancements Infor has to offer, in turn better serving our customers and employees."

## About Infor

Infor is a global leader in business cloud software products for companies in industry-specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems. Over 67,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

[infor.com](https://www.infor.com)

**Move forward with a trusted cloud partner**

[LEARN MORE](#)