CUSTOMER STORY

Emmi Desserts Italia delivers sweet success globally with Infor

Modernizing ERP to connect production and logistics



Overview

Emmi Desserts Italia synchronizes its global supply chain with Infor

Emmi Desserts Italia is a leading producer of premium chilled Italian-style desserts. Operating three manufacturing plants in northern Italy, the company distributes fresh treats globally to major retailers. To manage complex supply chain logistics and short product shelf lives, it partnered with Mashfrog Group, a global, Infor-focused digital transformation firm, to integrate and implement Infor™ CloudSuite Food & Beverage with core enterprise resource planning (ERP) systems.

Challenge

Emmi Desserts Italia needed to consolidate legacy ERP systems and standardize a complex supply chain for products with a 40-day shelf life

Infor solution

Infor CloudSuite Food & Beverage synchronized its production planning, logistics, and lot tracking

Outcome

Emmi Desserts Italia improves shop floor visibility, strengthens food traceability, and enables agile financial automation

Challenge

Perishable products, high demand, and manual planning complicate logistics

Creating premium desserts such as tiramisu and panna cotta requires absolute precision. Unlike more stable dairy segments, chilled desserts operate on a highly critical 40-day shelf life. They require multiple ingredients, all of which must be checked and traced. Products shipped from Italy to retailers across Europe must arrive within 10 days of production. As a private-label producer, Emmi Desserts Italia must also meet exact client specifications while minimizing warehouse waste and overproduction.

The business relied on a local Italian ERP platform and disparate offline spreadsheets to manage its operations across three production sites. Although it used a single ERP system, processes and implementation maturity varied by site. Without shop floor integration or a single source of truth for planning and decision-making, managing global exports had become increasingly complex. To scale effectively and prepare for growth, the company had to eliminate its legacy IT silos.

Infor solution

Industry-specific food functionality unifies operations in the cloud

To pursue its growth ambitions, Emmi Desserts Italia migrated to Infor CloudSuite™ Food & Beverage, leveraging built-in industry processes to support a multi-site, cloud-first deployment.

Collaborating with Infor and implementation partner Mashfrog, the company completed an agile, two-phase rollout. It standardized operations across its northern Italian plants using Infor M3 and Infor OS, alongside specific modules including Demand Plan, Scheduling Workbench, and Graphical Lot Tracker. The system integrates seamlessly with local manufacturing execution systems (MES), the automated Italian e-invoicing framework, and third-party logistics partners.

> "To now have everything integrated with one single source of truth, from production to forecasting, has been hugely beneficial."
>
> **Nicholas Aceti**
> IT Applications Manager
> Emmi Desserts Italia



Throughout the project, a dedicated change management team conducted quarterly conference room pilots, allowing users to test preconfigured processes and become familiar with the system before launch. Moving to a multi-tenant cloud also enables automatic updates twice a year, freeing the IT team to focus on strategic enhancements rather than database maintenance.

Outcome

Flawless manufacturing synchronization, food traceability, and AI-driven automation support growth

Robust lot tracking and food traceability

With Infor Graphical Lot Tracker, Emmi Desserts Italia can trace products backward and forward in less than a minute, supporting food safety and retail service-level agreement (SLA) compliance.

> "This is a complex industry. The visibility and insight we generate from Infor CloudSuite Food & Beverage allows us to be precise in our operations."
>
> **Flavio Martini**
> Head of IT
> Emmi Desserts Italia



Improved shop floor visibility

Infor Factory Track replaced manual paper sheets with simple scanners, giving management precise visibility into material usage and line-by-line daily productivity.



> "We now know exactly per product, per production line, per day, what we are consuming and whether we're efficient or not."

Nicholas Aceti
IT Applications Manager
Emmi Desserts Italia

Next step: Financial automation

With the new platform now in place, Emmi Desserts Italia launched a proof of concept using the Infor Velocity Suite for AI-driven bank transaction and invoice matching.

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.

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Explore Infor CloudSuite Food & Beverage for production planning and food traceability

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