infor + **Com*Activity***

CASE STUDY

Tegel Foods vastly improves tracking systems thanks to Infor M3

Since 1961, Tegel Foods has been putting chicken on Kiwi tables. With over 2,300 employees, Tegel offers a huge range of products from nuggets and nibbles to breasts and whole roasts. Tegel's products can be found in local New Zealand supermarkets and restaurants, while Tegel's premium New Zealand chickens are available overseas. All of Tegel's chickens are cage free and some are free range. Tegel is independently audited to meet the highest New Zealand animal welfare standards.

Headquarters
Auckland, NZ

Operating budget
$2.2 billion

Industry
Food & Beverage

Employees
2,300 across NZ

Infor product
Infor® M3

Website
tegel.co.nz

❝ **With Infor M3, we've got much greater ability to track our products. This means we can also track our costing better than ever before."**

HELEN TREGONNING
Head of Information Services and Transformation,Tegel Foods Ltd.

Saying goodbye to outdated systems

For over 50 years, New Zealand's Tegel Foods has been synonymous with quality poultry products. With three production facilities in Auckland, New Plymouth, and Christchurch, Tegel must track its products as they move from the production line to its many customers and ultimately to the lunchboxes and dining tables of its consumers.

For years Tegel relied on outdated logistics systems. Its previous product required extensive in-house management and ongoing training for new employees when employees retired or moved on from the business.

The company knew it needed to make a change. Tegel wanted a modern solution—something agile, with insights into how the company could help its customers better and drive the business forward.

Business challenges

- Relied on outdated logistics systems

- Managed an extensive, in-house system

- Supervised the continual and ongoing training for new employees when employees retired or moved on from the business

- Required a modern, agile solution for the business to grow and develop

- Wanted a data-driven solution to provide insights to help deliver better service and improved products

Taking a leap into the future

After evaluating several systems, Tegel upgraded to the latest version of Infor M3 in 2019. With M3 in place, Tegel can now track its products down to the sub-lot level. Tegel has a clearer idea of where individual products sit within its large-scale logistics system. M3 allows the company to implement manufacturing orders through the system, and with e-certification tracking, Tegel has gained a better grasp on its exports.

As the implementation partner for this large project, ComActivity worked closely with the Tegel team to produce a great end-result, including a smooth go-live which continued processing peak volumes without disruption.

As food and beverage specialists, ComActivity's industry experience was a key factor in the project's success because the ComActivity team had a fluent understanding of the nature of Tegel's business.

With deep Infor M3 product knowledge as well as a forward-thinking approach, ComActivity ensured the delivery of a high-quality, streamlined solution. This also included world-leading implementation of M3's new sub-lot technology.

Along with a smoother logistics system, Tegel now benefits from a more complete set of data. With this swathe of new data thanks to M3, Tegel is implementing business intelligence methods that simply weren't available before.

❝ Our old systems didn't give us the same granular insights into our products as we have today, thanks to Infor."

HELEN TREGONNING
Head of Information Services and Transformation, Tegel Foods Ltd.

Bringing Tegel Foods to new heights

It isn't just Infor M3's detailed tracking that made the difference for Tegel. The new system also integrated with a number of other internal processes, making life easier for employees throughout the business.

M3's API integrates seamlessly with Innova, which Tegel uses to manage its production line. In addition, M3 works together with Tegel's planning tools and its warehouse action system, which means the company is now able to control multiple parts of its business from one single platform.

Thanks to these integrations and the updated tracking with Infor M3, Tegel's business is far more modernised and agile. With the detailed overview of its products, right down to individual ingredients, the company can respond faster in the rare case of a product recall. This gives Tegel the security it needs to function efficiently in the complex, large-scale food and beverage industry.

Tegel is also taking advantage of Infor's intelligent document storage system. Through the M3 system, the company can store all of its historic and current documents within the platform. This is a massive improvement over its previous storage process, which required a lot of internal manpower to manage.

Business results

- Track products down to the sub-lot level and understand where products sit within a large-scale logistics system

- Implement manufacturing orders and gain a better grasp on exports with e-certification tracking

- Generate a more complete set of data and implement business intelligence methods

Looking to the future with Infor M3

Just six months after upgrading to Infor's M3 system, Tegel is already seeing the benefits roll in. The improvements it's made with M3 is leading the company to consider what else may be possible.

Within the next three years, Tegel Foods hopes to upgrade to M3 Cloud. Tegel is also looking into other modules to integrate with M3, such as its HR systems and customer portals.

Tegel plans to continue using Infor products and upgrading M3 to improve relationships with customers and enhance its business financial processes over time.

> **With Infor, we have a much better awareness of our costs, and a way to manage those costs."**
>
> **HELEN TREGONNING**
> Head of Information Services and Transformation, Tegel Foods Ltd.

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