



A Leading Premium Dairy in Europe

Emmi is the biggest company in Switzerland that processes and sells milk and dairy products. In Switzerland, Emmi focuses on the production, the enhancement and the commercialisation of a full range of dairy products. Furthermore the traditional Swiss Cheese ("Schweizer Käse") is being produced, aged and traded there. Outside Switzerland, Emmi concentrates on special dairy products and strong brands on the European markets as well as on the North American markets. In 2008, Emmi achieved a turnover of CHF 2.7 billion. The company employs approximately 3,500 people in Switzerland and other countries.

Geared towards Innovation

The innovative strength is a constituent part of Emmi's corporate culture. With the successful introduction of a range of new products, Emmi stands out as one of the most innovative premium dairies in Europe. Emmi invests constantly in research and development to improve existing products as well as to maintain and empower its innovation leadership. Thereby the research and development department is closely connected to the product marketing department, the sales department and the management.

High Standards for the Internal IT

The requirements of Emmi's internal IT are accordingly high, since the IT has to fulfil the growing requirements of an expanding company with about 40 locations. Therefore the operation of the IT infrastructure causes many tasks and enquiries which are unpredictable. Thus administrative tasks, e.g. the procurement and management of hardware, software and IT services, cannot be accomplished during the office hours. So far, the IT procurement had been subjected to media disruptions and its handling generated a lot of paper-stacks; orders were predominantly placed by using the fax machine and archived electronically and physically.

In order to improve the IT procurement processes, Emmi now uses the Customer Portal Procerva of its long-time IT partner PC-WARE.

„Usually we have a pulsating daily routine here at Emmi. Many actions are happening at the same time. This is the reason why the administrative tasks have to be done outside the office hours. Thanks to Procerva we are now able to manage our IT procurement efficiently within one central platform. Procerva is taking our individual conditions and agreements into account and offers the best price available.“

*Bruno Peyer
Team leader,
IT Department Bern
Emmi*





Procerva – Central IT Procurement Management

With Procerva, PC-WARE has developed a powerful management platform which offers business customers efficient IT procurement, reporting and asset management functionalities within one central platform. Procerva facilitates the access to the complete spectrum of all soft-ware and hardware products as well as to all solutions and support services offered. At the same time, it includes individual customer contracts and agreements. Furthermore it maps the internal procurement processes of customers taking different authorisation levels into account.

Intuitive Usage

After a short introduction of about half an hour, the persons in charge at Emmi were able to place their first orders and benefited from the multiple advantages of the Customer Portal Procerva right away. Thanks to the standardised workflow the time for placing orders could be reduced significantly. The administration effort could be minimised because of an easy and intuitive handling of the platform. The persons responsible appreciate the possibility to place and manage orders within one central platform outside the office hours.

Individual Best Price

At any time Procerva offers the best available price, whereas the individual conditions of the contracts and agreements are taken into account. In addition, the availability of every product is shown right away. The transparency of the IT procurement processes increases thanks to the possibility to create and save products within standardised shopping baskets. This allows to compare different products and prices easily.

Tailored Reporting

After having selected the desired products within Procerva, the outstanding advantages of the transparent workflow get obvious: The internal IT is now able to access a central overview of all orders which have been placed at each location of Emmi. Instead of separated document-folders for each location, all closed contracts can be found in an electronic archive within Procerva. Besides that, Procerva provides Emmi comprehensive reports that are tailored to the specific needs of Emmi. Those reports allow the profound analysis of cost units as well as other corporate departments in regard to IT procurement and management.



INDUSTRY
Food industry

SOLUTION
Optimisation of IT procurement

PRODUCTS
Customer Portal Procerva

