

Domino Foods Discovers the Outsourcing Difference

By skilling-up with Capgemini, Domino Foods tapped into the technical and industry expertise that could rapidly unlock the potential of its technology investment

The Situation

Domino Foods, Inc. is one of the largest sugar marketers in the U.S. today, offering a full line of products under the Domino®, C&H®, Redpath® and Florida Crystals® brands.

When Domino Foods and Florida Crystals Corporation (FCC)—which had acquired an interest in Domino—implemented SAP® as their core transaction system for an array of functions from HR to plant maintenance, a whole new set of challenges emerged. But did the lack of internal SAP expertise mean their IT organizations would have to acquire and retain an in-house staff fluent in SAP?

Definitely not. There was an alternative to the daunting and costly task of skilling-up in-house resources within record time.

The Solution

Domino Foods and FCC instead worked with Capgemini and tapped into the technical and industry expertise that could rapidly unlock the potential of their technology investment. By outsourcing application maintenance and support and infrastructure management, Domino Foods put in place resources that could flexibly respond to the fluctuating demands of personnel and hardware support, as well as to fast-moving development initiatives and business requirements.

As an SAP Certified hosting partner, Capgemini continues to provide maintenance, support, training and hosting for Domino Foods' and FCC's core transaction systems.

“The outsourcing of our IT infrastructure and outsourcing management has allowed us to concentrate on our core competencies. And in a heated-up marketplace where every advantage counts, the ability to focus on what's key makes all the difference.”

Don Whittington,
CIO, Domino Foods, Inc.



The application is hosted at Capgemini's data center facility where 24-hour system monitoring, complemented by a disaster recovery plan, provides the highest level of security.

The Result

As a result of this approach, Domino Foods and FCC have created business processes that support unique business operating requirements and enhance customer service, sales and marketing functions. They have also realized self-service access to shipping and billing information, and have reduced operating costs, improved service levels, increased operational capabilities and maximized ROI. The approach also enabled a low-cost technology structure, while leveraging a world-class SAP infrastructure and support operation.

How Domino Foods and Capgemini Worked Together

Domino Foods and FCC were faced with a number of business challenges:

- Standardize business processes to provide "one face to the customer" with minimal impact on other business processes, people or technology.
- Optimize assets across the network.
- Begin the process of procurement transformation and strategic sourcing to drive operational savings across the enterprise.
- Outsource technology and application support resources.

Working with Capgemini, the organizations implemented SAP Business Solutions, including Business Warehouse Enterprise Portals, Exchange Infrastructure (XI), CRM, Solution Manager and Trade Promotion Management.

Outsourcing core IT services and systems has now become an integral part of business operations for Domino Foods and FCC, producing significant cost savings and innovations in customer service,

supplier management, plant maintenance and product delivery. Their long-term relationship with Capgemini has delivered:

- Scalable services that provide access to varied skill sets, including those with fractional FTE demand.
- Lower technology costs achieved through predictable, fixed monthly fees.
- Increased innovation vis-à-vis Capgemini's world-class SAP skills, resources and industry knowledge.
- Reduced Total Cost of Ownership (TCO) through the elimination of costly hardware procurement issues, in-house personnel and 24x7 on-site support.

- Ability to rapidly increment or decrement services and equipment when necessary.
- Renewed focus on core competencies that deliver compelling performance gains in the near- to mid-term.

"Ask anyone who has outsourced their IT services and systems. Integrating and managing a portfolio of suppliers leaves the door open to a whole host of problems," said Don Whittington, CIO, Domino Foods, Inc. "As a single-source provider with a highly integrated suite of services, Capgemini offers the accountability and clarity necessary to deliver superior results."



About Capgemini and the Collaborative Business Experience

Capgemini, one of the world's foremost providers of Consulting, Technology and Outsourcing services, has a unique way of working with its clients, called the Collaborative Business Experience.

Backed by over three decades of industry and service experience, the Collaborative Business Experience is designed to help our clients achieve better, faster, more sustainable results through seamless access to our network of world-leading technology partners and

collaboration-focused methods and tools. Through commitment to mutual success and the achievement of tangible value, we help businesses implement growth strategies, leverage technology, and thrive through the power of collaboration.

Capgemini employs over 75,000 people worldwide and reported 2006 global revenues of 7.7 billion euros.

More information about our services, offices and research is available at www.capgemini.com.

Capgemini North America
Consumer Products & Retail
Technology Services and Outsourcing Services
Transformational Outsourcing
Business Process Outsourcing

Approved by:
Doug Romain, Practice Leader, Capgemini

In collaboration with



Domino Foods, Inc. is one of the largest sugar marketers in the U.S. today, offering a full line of products

under the Domino®, C&H®, Redpath® and Florida Crystals® brands.