

CASE STUDY

CDW HELPS PREMIER FOODS DEPLOY FAST AND EFFICIENT SERVICE DESK SOLUTION

OVERVIEW

- Premier Foods has worked with CDW to deploy an adaptable and efficient cloud-native IT infrastructure across its core business
- Manual ticket-raising processes meant that communication between CDW and Premier Foods' service desks was not optimised
- CDW identified and deployed an integration platform that would allow updates to flow seamlessly between the two ticketing systems
- The highly automated solution gives clear visibility of IT fixes, with a feedback loop that has eliminated the risk of missing updates and helped shorten ticket resolution times

ABOUT PREMIER FOODS

- Premier Foods plc, established in 1976, is a British food manufacturer and listed on the London Stock Exchange
- The group owns and produces many well-known food brands, including Mr Kipling, Ambrosia, Angel Delight, Sharwoods, Lloyd Grossman sauces, Bisto and Batchelors, as well as manufacturing cakes under the Cadbury's brand by license
- As one of Britain's largest listed food organisations, it employs over 3,000 people at 9 manufacturing sites and has an annual turnover of £824.3m

CHALLENGE

Premier Foods is one of Britain's leading food manufacturers, owning and producing some of the country's best-known brands including Mr Kipling, Ambrosia, Sharwoods and Lloyd Grossman sauces. It is a diverse and connected business, employing approximately 3000 people at 9 manufacturing sites. Therefore, the company is heavily dependent on reliable and resilient IT architecture to ensure that its workforce can operate in the most efficient and productive manner.

Premier Foods has worked closely with CDW over recent years to ensure that its IT infrastructure is kept updated. This relationship has included successful migration to the cloud for its core business, with full implementation of an AWS public cloud solution. But while this new infrastructure has been performing well, the CDW and Premier Foods' service functions have encountered some difficulties. The two service desks have been communicating via a bespoke ticketing system based on manual processes that had to be identical at both ends. However, the manual intervention was open to human error, which meant the two systems were sometimes out of sync.

"The logging of IT issues was fine, but the syncing challenges between the two service desk systems meant that updates were not coming back to us as expected and we did not have a clear picture of what work had been done," says Paul Stone, Service Improvement Manager at Premier Foods. "Unless tickets were raised identically, every time, there was a risk that problems might occur. As a result some fixes also took longer than they should, which could impact our customers. We were looking for a silver bullet to automate the process and reduce complexity."



SOLUTION

CDW evaluated the solutions within its partner eco-system and proposed a cloud-native integration software from ONEiO that would sit between CDW's ISM and Premier Foods' Freshservice systems – allowing them to communicate more effectively. The ONEiO toolset was designed to enable IT updates to flow seamlessly and consistently across both systems, stripping out many of the manual processes that had hampered the previous approach. The ONEiO solution came with a ready-made connector for the Premier Foods' Freshservice deck, meaning that it could be implemented and deployed quickly and efficiently, without the need for additional hardware.

"It was a simple yet elegant solution and was the best fit for the task at hand," says Jannie Strydom, Principal Cloud Service Delivery Manager at CDW. "We

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Paul Stone

Service Improvement Manager, Premier Foods

had previously chosen the ONEiO software as the integration platform of choice for our internal systems, so it had been rigorously tested. We could see that it had the potential to remove the manual issues we had been encountering and improve syncing. It also brought new capabilities such as message store forward – a facility which, in the event of a system outage at the customer's end, would ensure all messages were saved and then subsequently sent through in transactional order. This feature meant we would never lose any tickets."

For Premier Foods, the adoption of the ONEiO system was managed without the need for downtime.

"In terms of an IT upgrade, it was as simple as anything I'd ever previously seen," says Paul Stone.

"The automation out of CDW's ISM system utilises API calls and a webhook back, these were very quick to set up, test and deploy. We felt comfortable and confident with the project because CDW had already proved the ONEiO solution internally, and it had been shown to work well. CDW's team operated very collaboratively throughout the integration and deployment process and kept us fully informed with progress being made. As a result, it was very smooth sailing."

OUTCOME

The ONEiO solution has been in place for several months now, and CDW and Premier Foods' service desks function in a far more streamlined and efficient manner. The highly automated ticket management process gives clear visibility of individual fixes, with the automated feedback loop eliminating the risk of missing updates and helping to shorten ticket resolution times.

"It is so much more efficient now," says Paul Stone at Premier Foods. "The system is working how CDW said it would at the

pre-implementation stage, and we have no issues. Ultimately, it has reduced the amount of time it takes to deal with any IT problems. The elimination of manual processes means our internal IT team is freed up to perform other activities. The faster response to any issues also means that we can serve our customers more effectively. We have always had a good working relationship with CDW, and the whole project has been a positive experience."

CDW is to continue refining the solution to deliver even greater

efficiencies. "We have worked with Premier Foods for a long time, and they are an important customer," says Jannie Strydom at CDW. "We wanted to go the extra mile and provide a value-added service that would make a real difference. Now we have cemented our ongoing relationship and are working together more efficiently. The project has been a win-win for both organisations, and we look forward to seeking new opportunities with Premier Foods and delivering new infrastructure across its IT estate."

To learn more about how CDW & ONEiO could help you benefit from an automated service desk solution please contact your Account Manager or email customersuccess@uk.cdw.com

