

RFG Foods finds recipe for success with SYSPRO 8

CASE STUDY

At a Glance

ORGANIZATION

Company name



REGION

Africa

KEY CHALLENGE

Improve productivity by reducing processing times

KEY BENEFIT

Significant time savings in day, month and year end processes

INDUSTRY

Food and Beverage

END USER MARKET

Consumer

SOLUTION

SYSPRO 8

Customer Profile

RFG Foods is an internationally recognised producer of convenience meal solutions for customers throughout South Africa, sub-Saharan Africa and major global markets. Based in the Western Cape, South Africa, RFG Foods has a well capitalised production base comprising 15 manufacturing facilities across the country as well as a fruit processing facility in Eswatini (formerly Swaziland).

The Business Challenge

A long-standing SYSPRO customer, RFG Foods sought to improve productivity and enhance system performance by upgrading to SYSPRO 8.

The Solution

RFG Foods upgraded to SYSPRO 8 in April 2020 during South Africa's stringent Level 5 lockdown. The entire process was conducted remotely using Microsoft Teams as the communication platform. From a backend perspective, RFG Foods performed a technical upgrade and went live with the inherent functionality of SYSPRO 8.

The Outcome

Even though new processes were not introduced at the time of the upgrade, the company reaped business benefits straight away. Jannie Steyn, CIO of RFG Foods, says: "We achieved significant time savings in day, month and year end processes, from hours down to minutes. As we run a 24/7 operation this has had a huge impact on productivity."

In addition, RFG Foods can now easily integrate to other systems via Business Objects and stability has improved considerably. The company is also experiencing better system performance thanks to SYSPRO 8's more efficient architecture and use of Microsoft SQL's optimization features.

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– **Jannie Steyn**, CIO, RFG Foods



Critical success factors

Steyn attributes the success of the upgrade to thorough planning between the internal team, SYSPRO and the relevant partners. The upgrade was done on a replica of RFG Foods' production environment and then copied to a development environment.

"Thanks to all the planning, upgrading and testing we've done in our development environment, we knew exactly what to expect for go live and how long each piece would take," Steyn says. "In fact, the upgrade was such a huge success that it was regarded internally as a non-event. Our first year end on SYSPRO 8, which ran in September 2020, was a smooth process from start to finish."

Steyn believes the key ingredients for a successful project include executive commitment; strong business representation on the project team; effective training and change management; continuous improvement; and innovation.

"Preparation is 80% of any project," he says. "It's also important that we improve continuously and innovate with our partners, and SYSPRO never fails to deliver."

Johan Bosman, Manager of Business Applications, RFG Foods, says SYSPRO's flexibility is a crucial element. "We have done several acquisitions in recent years, and all of the new entities operate according to different business rules," he says. "SYSPRO has the agility to cater for those individual requirements."

A SYSPRO 8 roadmap

With SYSPRO's guidance, RFG Foods is compiling a roadmap of all the new functionality that was introduced in SYSPRO 8 for optimal use in its business.

"We are in constant discussions with our key accounts manager and senior SYSPRO people to ensure that we bring the value from SYSPRO 8 into our business," Steyn says. "Our approach is to do as much as possible in SYSPRO 8 by aligning the new processes and enhancements with our business processes. Our philosophy is that if there's an 80% fit, we can work around the 20%."

Changing the game

According to Steyn, a game changer in RFG Foods' relationship with SYSPRO has been SYSPRO's growing ability to focus on its clients and listen to their needs.

"SYSPRO has an effective roadmap of upcoming functionality as well as a release strategy, and that's very important to us," he says. "SYSPRO has made extensive changes to ensure it is strategically positioned to better serve us as the consumers of the software."

"I applaud SYSPRO for what they've achieved over the past five years. The company has been restructured to enable a more client-centric focus, and that will serve us well into the future."

- Jannie Steyn, CIO, RFG Foods



About SYSPRO

SYSPRO is a leading, global Enterprise Resource Planning (ERP) software provider, specializing in key manufacturing and distribution industries. Our Industry-built solutions and services are designed to make things possible.

SYSPRO's ERP solution empowers customers to take the next step – whether it is expanding into new territories, adding new product lines, transforming business processes, or driving innovation. Through our ERP software, customers gain access to solutions, processes, and tools to assist in the management of data for key business insights and informed decision making. The solution is scalable and can be deployed in the cloud, on-premise, or both, and accessed via the web on any device to provide customers with choice and flexibility.

As a trusted advisor, SYSPRO remains focused on the success of partners and customers. With a strong commitment to channel partner growth, SYSPRO customers are backed by a team of global experts that drive maximum value out of IT systems and business solutions. We are committed to addressing the unique needs of our customers, enabling them to easily adapt and remain resilient. Our evolving solutions are aligned with industry trends and leverage emerging technologies that will enable partners and customers to secure a digital future and to gain a competitive advantage.

Learn more about SYSPRO's solutions for the food & beverage industries [Click here](#) or contact us on info@za.syspro.com

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