



Business-friendly Solutions



## Case Study

**Quintiq Upgrade to enhance market demand predictions for a Leading Protein Producer and Food Processing Company from US**

## Client

The client is a global leader in protein production and food processing, renowned for its high-quality products that cater to markets worldwide

## Business Challenges

The client faced several challenges that necessitated an upgrade to their Quintiq planning system:

- ❖ The client was using Quintiq version 5.5 with limited capabilities and needed to upgrade to version 6.4 to access enhanced capabilities and improved performance
- ❖ The client aimed to improve forecasting accuracy and optimize their demand planning processes to better align production with market needs
- ❖ The client required efficient workflows to expedite S&OP process and improve overall operational agility

## Services Overview

ITC Infotech successfully executed the upgrade of Quintiq from **version 5.5 to version 6.4**, implementing key enhancements to meet the client's business needs:

- ❖ ITC Infotech leveraged **Upgrade Assessment Toolkit** to identify challenges, evaluate needs, and define priorities due to skipping versions between 5.5 and 6.4, resulting in a clear and efficient upgrade roadmap.
- ❖ Alongside the version upgrade, we implemented several enhancements to improve forecasting accuracy, user experience, and operational efficiency.
- ❖ Introduced role-based workflows to expedite the S&OP process and implemented collaborative forecasting and demand sensing techniques to enhance forecast accuracy.
- ❖ Upgrade leveraged Azure Cloud, Azure Glue, and DevOps to ensure seamless integration, scalability, and efficient deployment across all sites.
- ❖ Managed **five upgrade rollouts** across the client's global operations, ensuring consistency and alignment with the company's requirements.

## Business Benefits

- ❖ The new version automated the selection of statistical forecasting models, resulting in accurate demand predictions and reducing manual intervention.
- ❖ The implementation of role-based workflows streamlined the S&OP process, improving collaboration and speeding up decision-making across departments.
- ❖ By utilizing collaborative forecasting and demand sensing techniques, the client was able to significantly improve forecast accuracy, ensuring better alignment between production schedules and market demand.
- ❖ The upgrade provided a scalable platform for future business cases, such as WebUI and mobile application support, ensuring the client is well-positioned for continued growth.

## About ITC Infotech

ITC Infotech is a leading global technology services and solutions provider, led by Business and Technology Consulting. ITC Infotech provides business-friendly solutions to help clients succeed and be future-ready, by seamlessly bringing together digital expertise, strong industry specific alliances and the unique ability to leverage deep domain expertise from ITC Group businesses. ITC Infotech is a wholly owned subsidiary of ITC Ltd., a 100-plus-year-old diversified conglomerate with businesses spanning Hotels, Consumer Goods, Paperboards & Packaging, Agri Business, and Information Technology. ITC Ltd. has been in the hospitality business for over 4 decades. It has over 100 properties across 70+ destinations. The hospitality practice at ITC Infotech is 800+ people strong and most have experience in the hospitality domain leading to a high-quality IT service experience for its hospitality customers.

