



# QUINSO HELPS FRIESLANDCAMPINA OPTIMISE INTERNATIONAL TRADE



Dutch Customs have been working with AGS since early 2017. AGS is a new system for receiving and assessing export declarations. Many organisations have had to restructure their own customs environments in order to communicate optimally with this new system.

FrieslandCampina uses SAP Global Trade Services (SAP GTS) as the solution for their export declarations. Quinso was responsible for carrying out the rapid implementation.

Think dairy and you think FrieslandCampina. The dairy company's products are shipped from one of its more than 20 Dutch production sites and distribution centres to over 100 countries worldwide. All the locations work with SAP Global Trade Services (SAP GTS), an administrative solution for import, export and trade compliance. This solution corresponds with both Dutch Customs' new requirements and FrieslandCampina's IT strategy.

## Accelerated implementation

When Friesland Foods and Campina merged, the new FrieslandCampina opted for one consolidated IT environment. As a result the dairy company has migrated all its business units one by one to solutions such as SAP ERP and SAP EWM since 2011. Quinso was SAP GTS' implementation and expertise partner for this large-scale project.

Almost parallel to FrieslandCampina's internal IT transition, Dutch Customs migrated to AGS, a new issuing system. Stefan Goos, business consultant at FrieslandCampina, explains: 'Dutch Customs set a deadline by which our system had to be able to communicate with the new AGS solution. At that time we were still right in the middle of our own SAP migration. That's why we chose to centrally pull the implementation of SAP GTS forward in partnership with Quinso. This also included business units that had not yet migrated to the new IT environment. We were able to get the job done within just four months.'



### A challenging project

Hundreds of containers filled with FrieslandCampina dairy products cross EU borders every week. That's why the migration had to be carried out without disrupting the export processes. 'It was imperative to properly align the completely new specifications of customs notifications to our internal organisation, processes and solutions,' says Goos. 'Quinso was responsible for ensuring this process ran smoothly. They conducted the required analyses beforehand and knew exactly in which areas technical or process-related changes were needed.'

### A smooth implementation

The actual implementation phase began in September 2016. Goos: 'Continuously working within a changing environment was a big challenge. Some people were already working with a version of SAP GTS that had to be updated, while others had not yet migrated to SAP GTS. We actually had to connect SAP GTS to three different ERP systems.' The first eight business units went live on 8 January 2017 and the other two followed a couple of weeks later. 'Going live was a nail-biter,' says Goos. 'But everything went perfectly. It was actually just a regular working day. Employees and customers didn't notice a thing in connection with the migration.'

### A new way of working

More than 100 FrieslandCampina employees now process the export declarations via SAP GTS. The entire process – from filling out and sending the declaration to the release from Dutch Customs and printing the required documents – now takes just twelve minutes. So the processing time has been reduced considerably.

As a result of AGS, FrieslandCampina has been able to realise a uniform declaration process for all the business units. Allard van Nes, Senior Manager Indirect Tax and Customs at FrieslandCampina: 'In the past some business units filled out export declarations a couple of weeks prior to the export date. Any necessary additions or corrections were then made on the day of the transport. Now the declaration only needs to be filled out once when the container is ready for departure based on current and complete information. As a result fewer modifications and corrections are needed.'

### Speaking the same language

The outstanding collaboration was key to the success of this project. 'We were perfectly in sync and were a well-oiled machine,' says Marcel Jetten of Quinso. Goos agrees. 'A colleague complimented us by saying: "I wish every implementation ran so smoothly." And the people are at the heart of this success. At Quinso they know exactly what they're talking about both in technical and substantive terms. So we all speak the same language.' Van Nes adds: 'Dutch Customs is a world of its own and you've got to understand it inside and out in order to be able to develop an optimally functioning IT solution. Quinso shares my passion for this world and that creates tremendous added value within the context of these types of projects.'

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### The key results

- Uniform and streamlined working method for the more than 100 SAP GTS users.
- Both the processing time for export declarations and the number of required corrections have decreased considerably.
- The solution is ready for the future and aligned with the new Union Customs Code.