

Sollio Groupe Coopératif

Case Study | August 2020



SOLLIO GROUPE COOPÉRATIF OBTAINS UNANIMOUS APPROVAL FROM ITS CLIENT-OWNERS, **THANKS TO ITERGY'S EXPERTISE**

The IT department of this pan-Canadian cooperative wanted to stop putting out fires and find their source. The in-depth expertise and managed services offered by Iteray enabled them to meet their objective and continue their pursuit of excellence with an extended mandate.



Challenges

- 50 member cooperatives
- 100 databases approximation
- Lack of expertise in database administration
- · Performance issues with cooperatives' ERP system
- Dissatisfied client-owners

Solutions

- · Consulting and management of infrastructure projects
- Managed services in database administration

Microsoft Partner

Microsoft

Benefits

- Tangible improvements in ERP performance
- Increased customer satisfaction
- Unanimous approval of the proposal to extend the ERP mandate at 2019 AGM

INDUSTRY Agri-Food

REGION Canada

WEBSITE www.sollio.coop



Itergy's Expertise

- Database Platform Management
- Microsoft Technologies
- ✓ Managed Services
- ✓ Cloud & Infrastructure Management
- ✓ Cloud Security
- ✓ Identity & Access Management
- ✓ Productivity and Collaboration Solutions (SharePoint, Teams, etc.)
- ✓ Power Platform [Power BI & Power Apps]

ABOUT SOLLIO GROUPE COOPÉRATIF

Founded in 1922, Sollio Groupe Coopératif (previously La Coop fédérée) is one of the biggest agri-food companies in Quebec, the only pan-Canadian agricultural supply cooperative, and the 27th biggest agri-food cooperative in the world.

THE CHALLENGE: PROVIDE IT SERVICES THAT MEET CLIENT EXPECTATIONS

When Agis Grigoriadis became head of Sollio Groupe Coopératif's IT team, the member cooperatives' satisfaction was very low. Ten years earlier, the group had implemented an enterprise resource planning (ERP) system, used by all 50 cooperatives. However, several performance issues had been flagged. For example, the points of sale noticed significant variations in the time it took for an invoice to be available in the system, varying between 7 and 11 minutes.

The recurrent problems with the hundred or so databases on which the ERP relied were dealt with through hardware patches. These enabled a certain business continuity, but the group did not have the in-depth expertise in database administration needed to prevent the problems at their root. As Agis summarizes: "We were putting out flames, but not the source of the fire, and sometimes we didn't even have a firefighter."

Determined to provide an optimized system, Agis wanted to put together a taskforce comprising all internal and external stakeholders and needed a conductor to ensure a successful outcome.

"It takes a methodical approach, that of a developer, to find the source of the problem and correct it. Itergy is a band of fanatics."

Agis Grigoriadis, Senior Director, IT

ITERGY'S SOLUTION: A TEAM OF EXTERNAL EXPERTS WITH IN-DEPTH INTERNAL KNOWLEDGE

Agis called on Itergy because of his previous experience with the company and had knowledge/ was aware of their skill and thoroughness. "The people at Itergy have incredible knowledge, and therefore the expertise we needed. They're also professional and fast to respond. It was the quality of the individuals that made me decide," he explains.

Itergy took on the ERP optimization project, drawing on their in-depth technical knowledge of databases to identify the fundamental issues, and obtain the cooperation of the technology partners. According to Agis: "It takes a methodical approach, a developer's approach, to find the source of the problem and correct it. Itergy is a band of fanatics."

Happy with the result obtained, Agis wanted to make sure the group benefitted from the best possible expertise and decided to outsource database administration. Itergy now occupies this role full time, i.e. 24/7. In fact, it's a whole team of five people who support a database administrator dedicated to the customer. Everyone knows the specifics of each customer and can work together to locate the source of the metaphorical fire when necessary.



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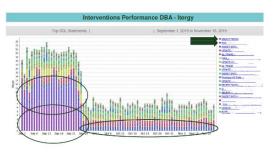


"At last! Tangible results! Thank you!"

Client-owner of Sollio Groupe Coopératif

THE BENEFITS: THE ABILITY TO MOVE ON TO SOMETHING ELSE

Itergy's agile approach enabled some quick wins that proved the value of the solution to the client-owners. The taskforce's analyses identified possible performance improvements in the product code itself and, thanks to the climate of trust Itergy built with the stakeholders, these changes were integrated smoothly. To the point that the client-owners remarked, "At last some tangible results! Wow!"



The time to availability of invoices has now been stabilized around 7 minutes. Additionally, optimizing requests to the database has reduced the response time by 80%. Presented with these results, the member cooperatives unanimously approved an extension to the optimization mandate at their last annual general meeting.

"We were finally able to close the file on performance and move on to something else," concludes Agis.

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Agis Grigoriadis, Senior Director, IT

