

## Global Food Manufacturer Saves Over \$40 Million in Duty Costs

This company is a global food manufacturer and distributor, operating in over 100 countries. With annual revenues exceeding \$20 billion, it is a leading consumer products company focusing on product innovation to keep up with evolving food trends and deliver products that consumers love.

The company manufactures and distributes some of the most well-known food brands and continues to grow through acquisitions and organic methods. It currently exports to over 70 countries and, like many global companies, strives for sustainable growth in established international markets while expanding in emerging markets.



### The situation

The organization's business environment involved high volumes of imported products and the complex documentation requirements associated with trade operations. The company attempted to manage its processes manually, leading to significant duplicate efforts, inconsistency across the organization, and a higher risk of non-compliance.

### The challenge

The company recognized that it couldn't effectively manage global trade operations by simply adding more people to the department. It needed a more efficient approach to handling imports and exports, as delays in shipments and errors in documentation were impacting the supply chain cycle times. Managing free trade agreements (FTAs) also posed a significant challenge, hindering the company from achieving substantial duty savings. The inefficient manual processes for identifying agreements and soliciting suppliers increased the risk of failing potential audits.

### The solution

The company utilized e2open Global Trade applications to manage imports, exports, and duties through a phased implementation approach. These applications allowed the global trade team of the food manufacturer to centralize processes and streamline FTA qualification. Improvements in import and export controls were made to ensure proper admissibility, enhancing global trade processes. Additionally, audit requirements were updated to comply with various government regulatory environments. From an organizational perspective, a Compliance Center of Excellence was established to better address the increasingly complex import and export regulations worldwide.



### Global Food Manufacturer

#### Challenges

- Manual and inefficient approach for tackling import and export management
- Import/export documentation errors causing shipment delays and impacting supply chain cycle times
- Increase in costs with import duties and manual labor

#### Solution

A cloud-based global trade platform that centralizes and automates import, export, and duty management processes

#### Applications

- E2open Export Management
- E2open Import Management
- E2open Duty Management
- E2open Global Knowledge®

## The outcome

The implementation of e2open's global trade technology has had a positive impact on the performance of the global supply chain, resulting in cost reductions. The manufacturer has significantly reduced duty payments and improved efficiency in its global trade processes. The company has also strengthened collaboration with suppliers and partners, including customs brokers, which has led to several benefits:

- Reduced error rates that previously affected cycle times
- Improved cycle times and accuracy
- Increased product availability for customers

Furthermore, the customs team can now easily analyze the supplier base to identify opportunities for duty savings through preferential trade programs. As a result of improved FTA identification, the project has delivered significant duty savings, amounting to over \$40 million annually.

By leveraging e2open's applications, the food manufacturer has been able to centralize and automate its global trade processes, ensuring efficient deployment across all global operations. This has led to improved business processes, greater consistency across global trade teams, and reduced global supply chain risks.

### Applications

- E2open Export Management
- E2open Import Management
- E2open Duty Management
- E2open Global Knowledge®



## About e2open

E2open is the connected supply chain software platform that enables the world's largest companies to transform the way they make, move, and sell goods and services. With the broadest cloud-native global platform purpose-built for modern supply chains, e2open connects more than 480,000 manufacturing, logistics, channel, and distribution partners as one multi-enterprise network tracking over 15 billion transactions annually. Our SaaS platform anticipates disruptions and opportunities to help companies improve efficiency, reduce waste, and operate sustainably. Moving as one.™ Learn More: [www.e2open.com](http://www.e2open.com)

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**operational  
efficiency  
by 90%**



REDUCED

**error rate  
by 99% and  
enhanced  
compliance**



IMPROVED

**Improved  
cycle times  
and customer  
satisfaction**



SIGNIFICANT

**duty savings  
of more than  
\$40 million  
annually**

**e2open**