

# FrieslandCampina: Driving Stability and Performance Across Global Operations

FrieslandCampina, founded in 1871, is a leading global dairy company that supplies high-quality dairy products to millions of consumers across more than 100 countries worldwide. As it continued to expand its operations and entered into new market, it encountered challenges stemming from a fragmented IT environment and decentralized application management.

These complexities led to operational inefficiencies and limited accountability, making it difficult to fully support the company's strategic growth objectives. To address these issues, the company made the strategic decision to partner with SAP Cloud Application Services.

This collaboration enabled them to integrate application management, enhance system stability, and get benefitted from dedicated, expert-led support — including implementation assistance that ensured a smooth transition and faster time to value. Together, these efforts laid a strong foundation for improved operational performance and a seamless digital transformation journey.



Picture Credit | FrieslandCampina, Amersfoort, the Netherlands. Used with permission.

# Building a Stronger Digital Core with SAP Cloud ERP Private and SAP Cloud Application Services

## Before: Challenges and opportunities

- Distributed infrastructure and hosting managed by multiple third-party partners, leading to operational inefficiencies.
- Limited accountability and recurring performance issues due to non-standardized support.
- Need to stabilize operations, simplify the IT landscape, and align technology with strategic business objectives.

## Why SAP Cloud Application Services

- Consolidated application management helped streamline operations, strengthened accountability, and ensured better alignment between IT functions and strategic business goals.
- Expert-led support from day one, including hands-on implementation assistance, knowledge transfer, and setup of service governance to ensure operational excellence and consistent service quality.
- Strong control mechanisms and process standardization were implemented to drive transparency, accelerate informed decision-making, and ensure scalable, high-performing operations.

## After: Value-driven results

- Strengthened system stability and performance through proactive, end-to-end application management, including monitoring and alerting that reduced incident volumes over time.
- Increased operational efficiency through rationalized support and clear ownership of critical processes.
- Accelerated digital transformation by aligning technology operations with business priorities and growth objectives.

"Working with SAP Cloud Application Services provided the stability, structure, and strategic direction we needed. More than just outsourcing, it has been a collaborative partnership that delivered clear value, supported our teams, and laid the foundation for our digital transformation."

Jan Bakker, Manager, SAP Services, FrieslandCampina BV

40%

Reduced incident volumes through proactive monitoring and application management.

30%

Improvement in operational efficiency driven by centralized management.