

# Riverside Natural Foods: Prioritizing People, Planet, and Profit with SAP

Riverside Natural Foods' purpose is "to inspire a healthier and more compassionate world, where access to good food is a reality for all." The company is committed to delivering innovative, healthier products while being mindful of its impact on the planet. This passion-driven philosophy is integral to building relationships with like-minded partners.

So, when the company decided it wanted to improve operational efficiency that also enabled it to hit growth targets, it turned to SAP.

The logo for Riverside Natural Foods Ltd., with "RIVERSIDE" in bold green text and "NATURAL FOODS LTD." in smaller green text below it.The logo for TALAN, with the word in a stylized font where each letter has a different color (blue, green, pink, blue, green).

## Operating efficiently today and building a foundation for growth with SAP

### Before: Challenges and opportunities

- Disconnected processes leading to inefficiencies, insufficient data visibility, and limited scalability
- Suboptimal governance of master data, preventing an accurate, complete and reliable single source of truth
- Inefficient manual and spreadsheet-based processes and workarounds using shadow applications

### Why SAP and Talan

- Proven business processes and best practices backed by a robust and trustworthy innovation roadmap
- Emphasis on customer success through cloud and clean core for improved agility and scalability
- Extensive food industry expertise backed by proven track record of maximizing SAP value

### After: Value-driven results

- Enabled cross-functional efficiencies through focus on clean core
- Improved DSO by optimizing order-to-cash process
- Increased manufacturing capacity via warehousing and materials-transfer optimization
- Enhanced visibility and efficiency in financial and procurement processes
- Refined master data accuracy that also reduced operational errors

“SAP enabled best practices that helped us drive efficiencies and scalable processes in line with our business growth targets.”

Madeleyne Vivanco, VP, Business Transformation & Technology,  
Riverside Natural Foods

**\$1.7M**

In cost savings and cost avoidance

**42FTE's**

Equivalent in productivity improvement annually



Riverside Natural Foods  
North York, Ontario, Canada  
riversidenaturalfoods.com

Industry  
Consumer products

Products and services  
Manufacturer of healthy foods and snacks

Employees  
1,000+

Featured solutions  
SAP S/4HANA Cloud Private Edition  
RISE with SAP

# Optimizing performance via its “Clean-Core” focus

After Riverside migrated from its former, on-premises ERP system to SAP S/4HANA Cloud Private Edition, it quickly understood why avoiding customizations could preserve agility and scalability. SAP partner Talan assisted Riverside with its Clean-Core initiative, helping the company identify three principles to create a strong foundation for efficiency and growth: 1) User knowledge and skill set; 2) Adhering to standard SAP best practices and processes; 3) Master data cleanliness and accuracy.

Beginning in Q4 2023, and with Talan’s help, Riverside spent 15 months building a clean core that would ensure accurate data and operational efficiencies using SAP. The company also emphasized the importance of subject-matter experts throughout its organization and built their expertise to sustain the attained gains. Riverside is further leveraging Signavio to identify SAP usage improvement opportunities while also embracing more transformational capabilities including BI & Insights and Artificial Intelligence.

“Talan was instrumental in our journey to achieve clean core using master data that’s correct, complete, current and standard SAP. By avoiding customizations and eliminating shadow tools, they helped us assess each function to identify pain points and outline the list of improvements to address them.”

Madeleyne Vivanco, VP, Business Transformation & Technology, Riverside Natural Foods

