Digital Innovation and Transformation, supported by Allsop, enables growth at Sysco Ireland.

Sysco *At the heart of food and service*

Background

Sysco are the world's largest broadline food distributor, with annual sales in its last financial year exceeding $76bn, supporting more than 725,000 client locations in over 170 countries, out of 330 distribution facilities.

While many in the market have struggled with soaring food and fuel costs, strikes, and availability challenges, Sysco Ireland has had a strong 2023, with healthy customer demand and sales. The company's performance and the result has been achieved through a rigid cost management process, strong relationships with customers and suppliers and changes in product mix, all supported with the latest digital platform.

Sysco Digital First Strategy

Through its digital first strategy, Sysco Ireland invested heavily during the Covid period in Sysco Store (the Sysco Ireland e-commerce platform) and Customer Service automations. These automations, powered by Allsop Software, ensure the most competitive customer pricing accompanied with excellent order fulfilment. The digital platform ensures current pricing and automated order processing delivering a connected solution for the customer base across the island of Ireland.

In 2022 alone, the Allsop Platform automatically captured and processed 230K Sysco customer orders, removing the previous manual process of keying in 2M customer order lines. This helps make the Sysco team more effective, while increasing customer satisfaction. The unique Food and Beverage insights from the Allsop Business Intelligence Platform, empower Sysco personnel to meet customer expectations through available products and efficient delivery. With manual processes eliminated, service delivery levels exceed expectations at lower costs and improving accessibility to a broader range of products at more competitive price.

In collaboration with Allsop Software, the Sysco Digital Innovation and Transformation programme successfully delivered the following:

- A fully integrated & automated customer order service
- A real time and fully automated Sales Pricing Tool
- AI Master Data Management
- Business Insight Dashboards

According to Sysco, "The Allsop Software solution ensures all product data is 100% accurate, and each department has access to this at the touch of a button. The platform is resilient, supporting our growth, and ensuring we can continually improve our service to customers."

With Allsop Software's prestigious F&B Platform, optimise your business efficiency through digital innovation. Our flexible platform, now available as SaaS, grants access to cutting-edge AI and improvement software for all business sizes. Count on us for the ideal solution.

230,000
Automated Orders

2,166,800+
Order Lines

4000+
Happy Customers

Arrange A Digital Discovery Session Today