

METRONOM AND INFOSYS: NAVIGATING THE NEXT IN FOOD AND TECHNOLOGY



WHOLESALE TRANSFORMATION IN GLOBAL WHOLESALE

METRO is a leading international wholesale company with food and non-food assortments that specializes on serving the needs of hotels, restaurants and caterers (HoReCa) as well as independent traders. The company operates in 26 countries and employs more than 150,000 people worldwide. In financial year 2017/18, METRO generated sales of €36.5 billion. Transforming an analog brick & mortar business model, such as it is present in the wholesale industry, into the digital world is not an easy task. With METRO AG's tech unit METRONOM, the wholesaler is combining an optimized customer centricity and a technology-oriented approach in order to support the digitalization process of the whole company.

THE NEED FOR FLEXIBILITY

With such a global spread, METRO AG has to support a number of different localized business models. Each country has different store brands, different local legislation, and different ways of working. The system in use has to be not only scalable, but customizable to suit each geographical and commercial situation and needs.

According to Timo Salzsieder, METRO AG's CIO/CSO and CEO of METRONOM, there are always two parts to the solution. "We need to embrace a new methodology, which means making the most of Agile, Kanban, Scrum etc. But it also means technology, so we have been talking more and more about micro services, APIs-first and Big Data."

This kind of transformation gives METRO AG the flexibility the company needs to drive the business forward, free from vendor lock-in. But the first challenge at the beginning of the transformation process was to find a partner that would support both the new ways of working, and the technologies behind them.



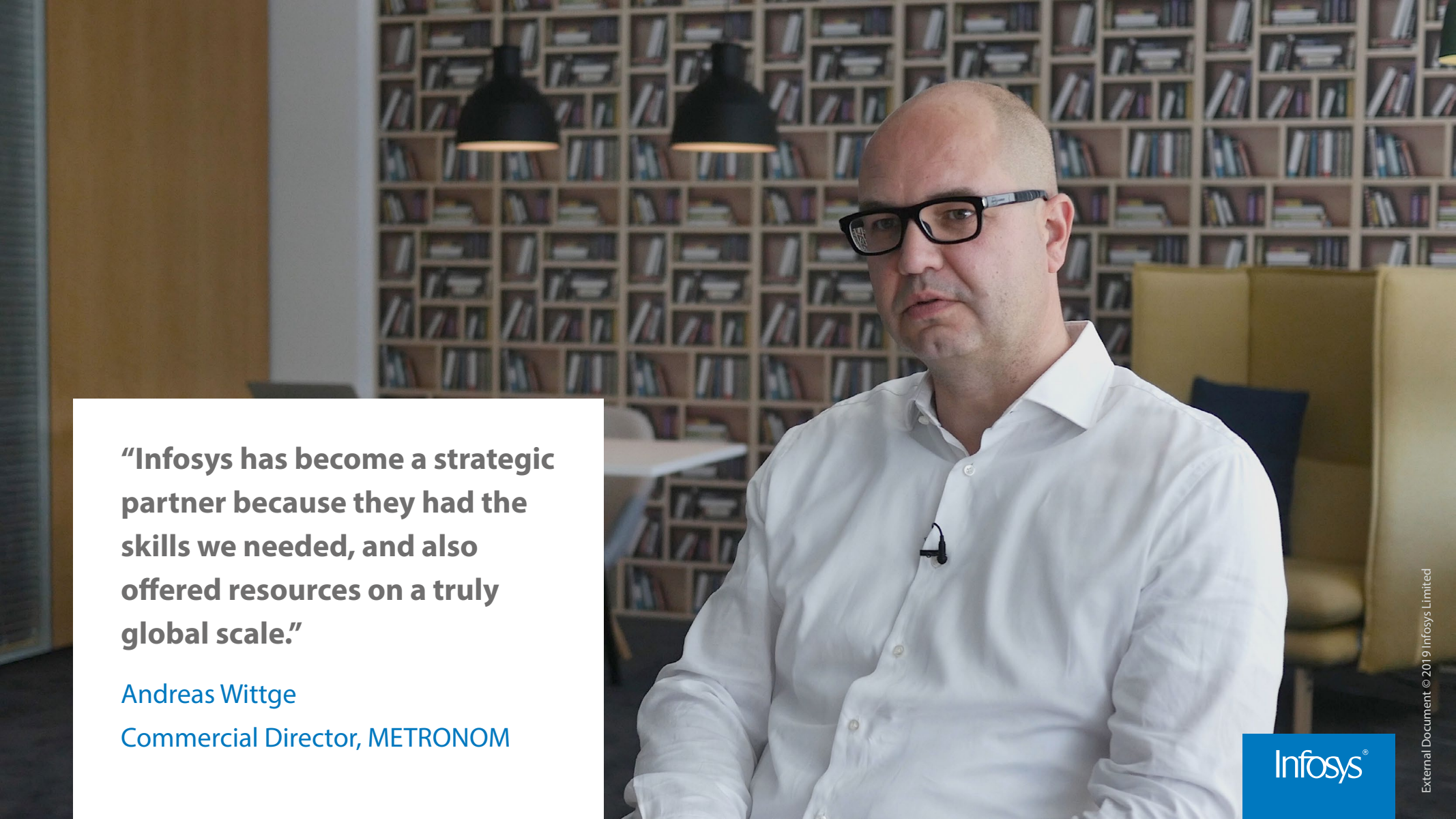


WHY INFOSYS MADE THE PERFECT PARTNER

Andreas Wittge, Commercial Director at METRONOM, explained how Infosys was chosen to work with. “When Infosys started working with us in 2012, it was simply to provide application support and maintenance. This was no easy task because they had to adhere to strict SLAs and to manage a highly fragmented IT landscape, covering different systems including SAP, Siebel, Hybris, SharePoint, Oracle and many others. This was our first experience of outsourcing on this scale, and I was impressed by their performance.”

As plans for digital transformation took shape, it became clear, however, that Infosys could play a much more strategic role for METRO AG. “Infosys has become a strategic partner because they had the skills we needed, and also offered resources on a truly global scale. We have Infosys staff here in Düsseldorf, but we can also call on near-shore resources in places like Poland and Romania, and of course an amazing off-shore capability in India.”

Infosys®



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Andreas Wittge

Commercial Director, METRONOM

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METRONOM & INFOSYS

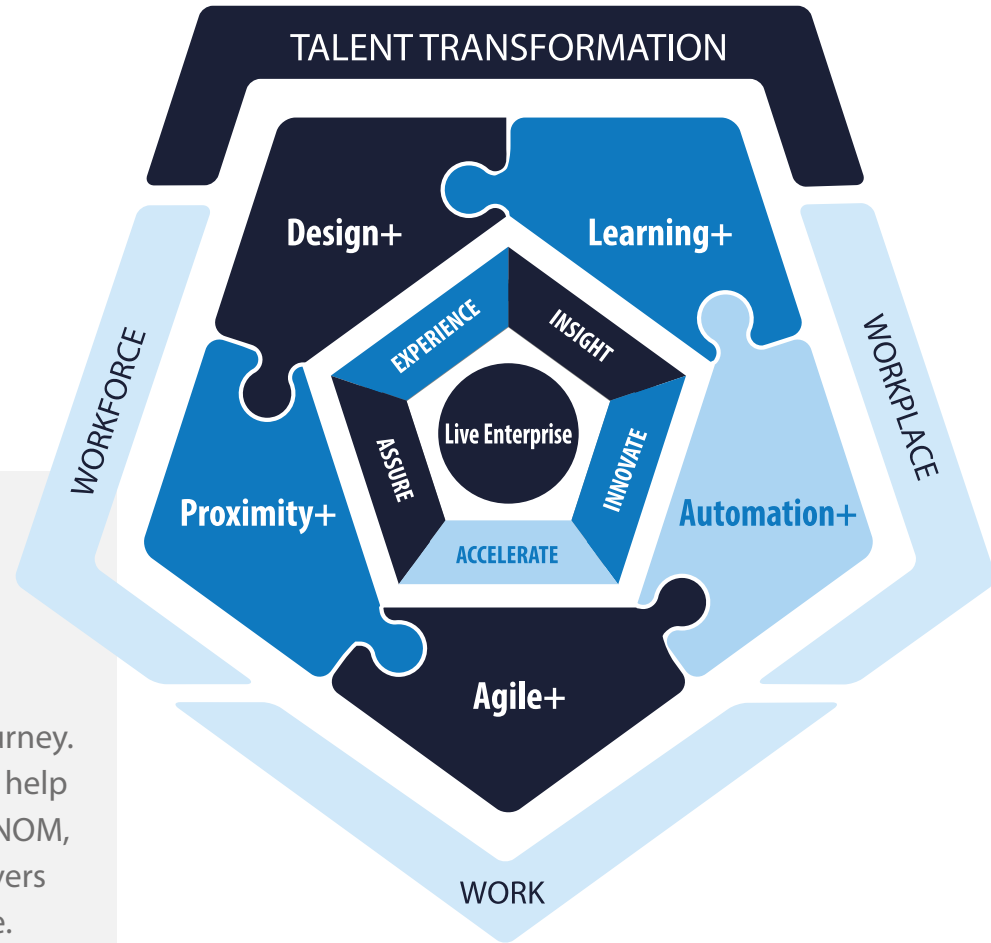
There was also an important cultural aspect to IT at METRO AG. Timo's vision was for the internal IT team at METRO AG to have its own personality and brand – to create a team that was truly driven to build great products for the company. "We created METRONOM! It is our internal tech unit, but it is also a separate cultural brand that makes it so much more effective and also attractive to work for. The people here at METRONOM have an enormous sense of energy, pride and focus on 'doing the right thing'. That helps us to achieve more."

Infosys and METRONOM blended together seamlessly from Day One. For Timo, this made the perfect package: "By combining the drive, passion and know-how of METRONOM with the skills sets and resources of Infosys, we had everything we needed to make a success of digital transformation."

INFOSYS DIGITAL NAVIGATION FRAMEWORK FOR METRO AG

**So that was a few years ago.
What has been achieved since then?**

This Infosys Digital Navigation Framework is helping navigate some of the world's largest, most complex businesses through the many 'nexts' of their digital journey. The five-fold advantages of our navigation framework help deliver agile digital at scale for our clients. For METRONOM, we did just the same – helped create impact across levers of Experience, Insight, Innovate, Accelerate and Assure.



EXPERIENCE

Supply chain

Transforming relationship and improving collaboration with external suppliers

Features

- Facilitated data exchange with external suppliers
- KPI dashboard to automatically calculate & manage SLAs

Outcomes

- Enables analytics to improve efficiencies in supplier relationships
- Reduction in delivery delays & failures



DIGITAL TRANSFORMATION IN PRACTICE

INSIGHT

DIGITAL TRANSFORMATION IN PRACTICE

Analytics

Advanced data analytics platform to drive better decision making across Metro AG

Features

- Built data lake analytics solution using Google B-Query
- Ingestion and harmonization of different data types
- Integrated with existing front-end tools

Outcomes

- Customizable & scalable using open source technologies
- Provides advanced insight services to the entire organization



DIGITAL TRANSFORMATION IN PRACTICE

INNOVATE

Label and barcode printing

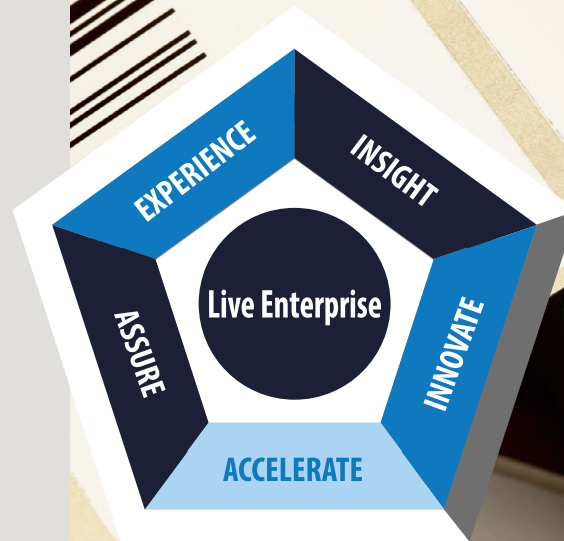
On-demand shelf label and barcode printing solution to improve store performance and customer experience

Features

- On-demand creation & printing of shelf labels and barcodes
- Avoided vendor lock-in by building open source system

Outcomes

- Reduced production time from 6 weeks to 2-3 days
- Zero license fees



ACCELERATE

DIGITAL TRANSFORMATION IN PRACTICE

Inventory

New system providing near-realtime inventory visibility to improve product availability

Features

- Replacement of legacy inventory system
- Based entirely on open-source technology

Outcomes

- Near-real-time visibility of inventory across organization
- 24x7 availability, response times approx 30 milliseconds
- Greater scalability, lower cost, improved on-shelf availability



ASSURE

DIGITAL TRANSFORMATION IN PRACTICE

IDAM

Secure and cost-effective identity & access management services for internal staff and external partners

Features

- Replacement of 3rd party system with in-house
- Used by 600k employees, 1.7m customers, 50k suppliers
- Based on open source technologies

Outcomes

- Removal of costly license fees
- Customizable & scalable

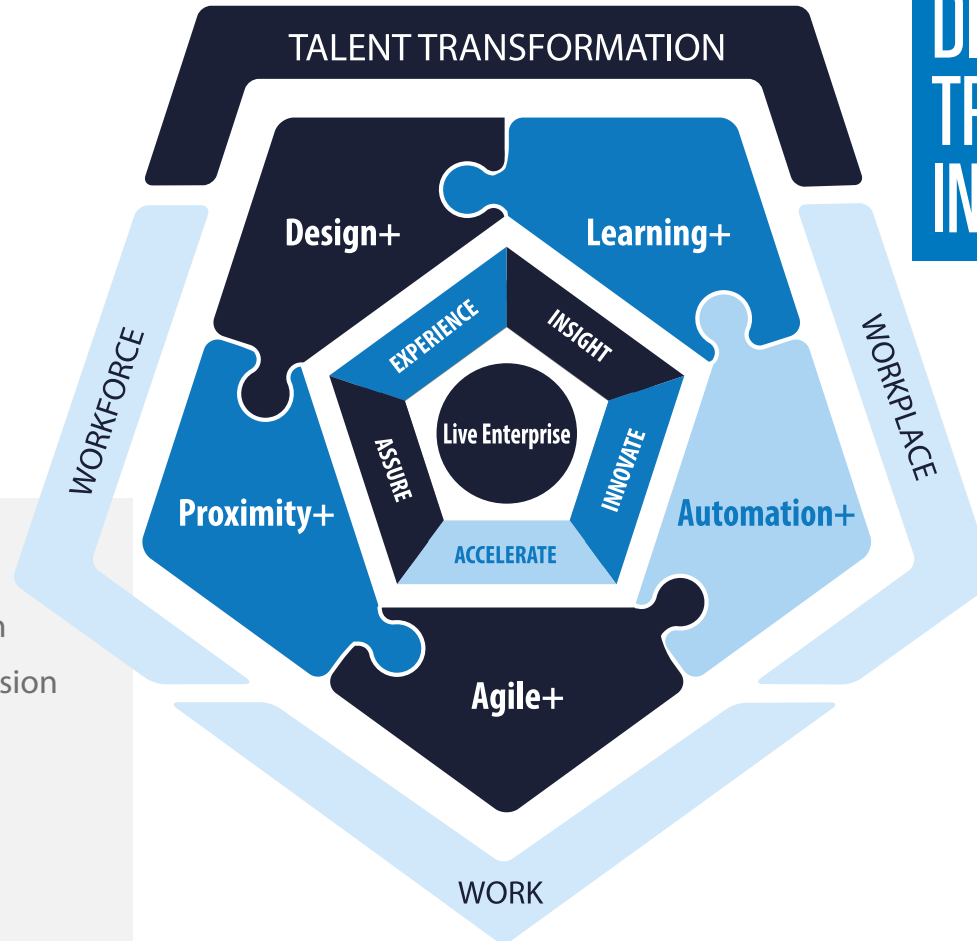



DIGITAL TRANSFORMATION IN PRACTICE

COMING SOON

Projects in the pipeline...

- SAP S4/Hana transformation
- Chinese e-commerce expansion
- ...and many more!





“Combining METRONOM culture and know-how with the skills and resources of Infosys gave us an opportunity to achieve the digital transformation we envisaged.”

**Timo Salzsieder,
CIO/CSO METRO AG, CEO METRONOM**

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**THIRD-PARTY LICENSE FEES
REDUCED OR ELIMINATED**

**INCREASED SCALABILITY
AND CUSTOMIZABILITY**

NO MORE VENDOR LOCK-IN

OPTIMIZED BUSINESS EFFICIENCY

IMPROVED CUSTOMER EXPERIENCE

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**WE DID THIS FOR THEM.
WE CAN DO IT FOR YOU.**

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how you can drive
business benefits
through digital
transformation.
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