



Japanese Food Manufacturer
in Singapore

Stronger operations through modern ERP



As operations expanded, the organization sought a modern ERP platform to boost efficiency, enhance governance, and increase visibility. Fujitsu helped establish a scalable foundation enabling more informed and efficient supply chain management.

Challenge

The organization needed a flexible, modern SCM platform to support expanding operations, strengthen governance, and reduce manual effort across supply chain processes.

Solution

Fujitsu deployed Microsoft Dynamics 365 SCM using a clean core approach, enhancing core processes and providing ongoing support to optimize daily operations.

Outcomes

- Stronger governance and process clarity
- Improved operational efficiency
- Better insights through Power BI integration.

“Fujitsu fully supported us and helped us see results immediately.”

Finance Director, Japanese Food Manufacturer in Singapore

Industry:
**Food
manufacturing**

Location:
Singapore

About the customer

A leading Singapore based food manufacturer producing and distributing confectionery and snack products for local and regional markets. As part of a global Japanese group, the company focuses on delivering safe, high-quality products while continuously modernizing its operations to support long term growth.



Improved
operational efficiency



Strengthened
governance

Evolving operations for a growing market

As a leading Japanese food manufacturer and distributor of confectionery and snack products accelerated its production and commercial activities in Singapore, its existing systems struggled to keep up with increasing operational and governance demands. The organization needed a platform that could offer greater visibility, support rising transaction volumes, and simplify daily work for teams across procurement, production, inventory, and finance. "We also need to report all the information we have to our headquarters", the Finance Director points out.

Employees found themselves spending significant time navigating multiple systems and performing manual classifications, especially when data was not clearly organized or easy to locate. In accounting management, the need for better quality of data at higher speed is business critical: "Instead of reporting on a weekly basis, we should do the conversion of data into our accounting system within a day. Once we end the transaction, we should see the outcome immediately", the Finance Director accentuates.

These requirements emphasized the need for a modern, stable ERP foundation capable of supporting future ready operations.

Building a scalable foundation with modern SCM

To help the organization move forward, Fujitsu implemented Microsoft Dynamics 365 Supply Chain Management as a globally standardized, clean core solution. The team ensured that the platform maximized standard functionality while adding tailored enhancements aligned with food manufacturing requirements. Drawing on deep expertise in food manufacturing, Fujitsu provided functional consulting, system configuration, and steady, hands-on support for the customer's daily business operations.

The guidance for the project and implementation was quite clear: "We expected high accuracy, and this solution delivered. It's also user-friendly, which is exactly what we were looking for. The Microsoft Dynamics 365 solution meets our needs effectively," the Senior Accounts Manager shows full confidence.

Throughout the project, responsiveness played a crucial role in driving adoption and confidence. The Senior Accounts Manager shares: "It really helped that they explained the situation to us step by step. We felt well supported throughout the process." The integration with tools like Power BI further strengthened governance and improved visibility across supply chain processes, enabling teams to make more informed decisions.

Achieving efficiency, transparency, and accelerated reporting

With the new SCM platform fully in place, the company now benefits from strengthened governance, greater process consistency, and smoother daily operations. Tasks that once required manual navigation or repeated searching have become more straightforward, reducing effort for finance and operational teams. The platform's scalability ensures it can continue to support the organization as it grows and adapts to new business needs.

Employees report that the system has been reliable and supportive of their ongoing activities: "Overall, it works very well for us. Even when updates happen, we can still manage the system smoothly", the Senior Accounts Manager explains. Looking ahead, the SCM foundation and its integrated analytics provide a strong base for continued improvement, operational transparency, and data driven decision making.

Fujitsu

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