



CASE STUDY
FOOD SERVICES

eSOURCING

GATEGOURMET

ENHANCING GLOBAL SOURCING AND
TRAINING EFFORTS FOR GATEGOURMET WITH
SIMFONI

ABOUT GATEGOURMET

Gategourmet is a prominent global airline food and catering company. The company globally operated and renowned for its airline catering, retail-on-board, and hospitality products and services. Due to a widespread presence and a large team, Gategourmet faced various operational challenges that required innovative solutions to maintain its service excellence.

THE SITUATION

Gategourmet confronted several key challenges that threatened the efficiency and effectiveness of its operations. Gategourmet's extensive team of employees required continuous training and support to uphold the company's standards of quality and service. The challenge was how to deliver consistent and comprehensive training across multiple regions. With a diverse team encompassing various skill levels, it was essential that the solution was user-friendly for all. The company

needed insights and reporting capabilities to enhance its sourcing strategies. Efficient procurement and sourcing were crucial for cost savings and maintaining product quality. Gategourmet's global operations demanded a solution that could seamlessly connect its buyers and suppliers across different regions and time zones.

"After implementing and using Simfoni eSourcing (formerly EC Sourcing) in North America, we expanded the system to Europe, LATAM and APAC. Global implementation was extremely successful because of their dedicated customer success manager who supported our team knew procurement and understood our needs first-hand."

-Procurement Manager



SIMFONI'S APPROACH

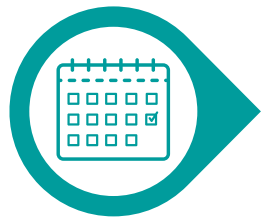


Gate Gourmet turned to Simfoni to address its challenges and enhance operations. Simfoni developed a customized training and support platform that allowed Gate Gourmet to provide consistent training to its large workforce. The platform offered interactive modules, real-time support, and progress tracking to ensure that employees were well-equipped to deliver quality service. Because of Simfoni's intuitive user interface, the solution was accessible and easy to use for employees of all skill levels. This ensured a smooth transition and high adoption rates across the organization. Simfoni's sourcing analytics tool provided Gate Gourmet with actionable insights and reporting functionalities, leading to the ability to make informed decisions about its sourcing strategies and optimized procurement processes for better cost control and product quality. Simfoni's platform also offered a globalized solution, enabling efficient communication and collaboration between Gate Gourmet's buyers and suppliers worldwide.

RESULTS



Improved Training: Training platform led to a better-trained workforce



Informed Decision-Making: leading to better sourcing decisions, cost savings, and improved supplier relationships



Seamless Communication and Collaboration: Facilitated by a user-friendly interface, contributed to high adoption rates among employees, enhancing global efficiency and user experience.

CONCLUSION

Gate Gourmet's partnership with Simfoni proved to be instrumental in overcoming the challenges the company faced in its global operations. By addressing training needs, ensuring ease of use, providing sourcing insights, and offering a globalized solution. Simfoni enabled Gate Gourmet to enhance its service quality, streamline operations, and make well-informed procurement decisions. This case exemplifies how a well-tailored technology solution can significantly impact a complex and diverse organization's overall efficiency and success on a global scale.



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