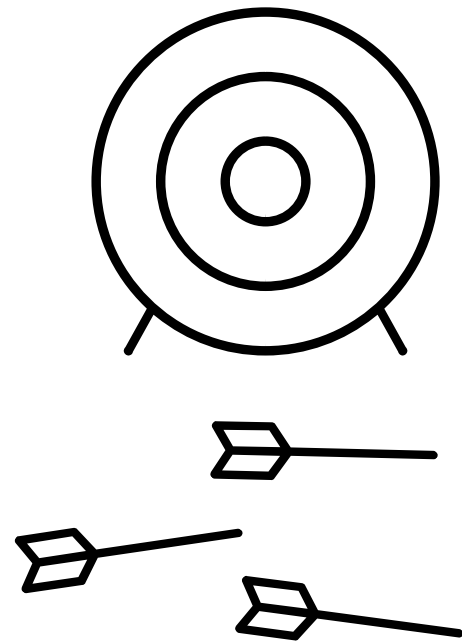# HOW WE USE DYCO365

TO ACHIEVE AN EFFICIENT DAIRY SUPPLY CHAIN

HAN VAN HAGEN
CEO

MY GOALS FOR TODAY

- That you know what Numidia does

- That you understand why we use Dyco365

- That you understand how we implemented the system (2017&2022)

- That you understand how the system fits into the IT Landscape

- To let you know what could be next on our IT agenda

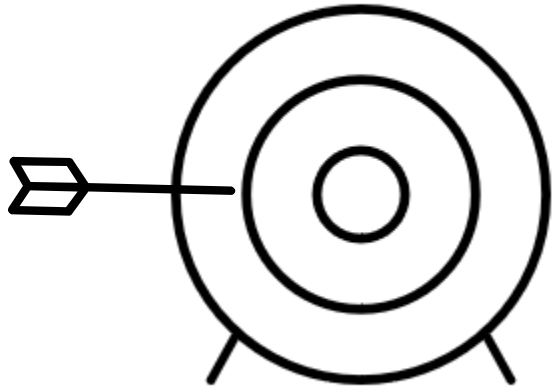- To share 1 (personal) advice with you

So sit back and relax.

INTRODUCTION HAN VAN HAGEN

- Study: **HTS Bedrijfskunde** (1981-1985) / **Nima-C** (1998)

- **Commercial/management roles** in beginning of my career (4 years at ICL-software dpt)

- Managing Director of **food related family companies** since 1 Feb 1998 (4 years Interfood)

- Started at Numidia: **May 2015**

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INTRODUCTION NUMIDIA

YOUR EXPERT PARTNER IN DAIRY

- Numidia BV is a **privately owned** company. Start: 22 Dec 2011

- We focus on the world wide trade in **standard dairy products**

- We are active in more than **100 countries worldwide**

- We belong to the **fastest growing** companies in the Netherlands

- Our name: former province of the Roman Empire

OUR BUSINESS

WORLDWIDE TRADE IN

Quality dairy products

- BUTTER
- WHEY POWDER
- MILK POWDER
- DAIRY DERIVATIVES
- LIQUID PRODUCTS
- FEED PRODUCTS
- CHEESE
- CUSTOM-MADE BLENDS
- MILK PROTEIN
- FAT FILLED
- FUTURES & OPTIONS

Volume = 2.5x physical volume

OUR MISSION

NUMIDIA WANTS TO BE THE *BEST* AND *MOST SUSTAINABLE* SUPPLIER OF STANDARD DAIRY PRODUCTS IN THE WORLD FOR THE FOOD AND FEED MARKET

We add value
— commercial, logistic, financial, risk management, administrative and technical — for our **suppliers** and **customers**, with whom we want to establish a long term relationship.

OUR PEOPLE MAKE THE DIFFERENCE

MULTICULTURAL ORGANISATION

25
NATIONALITIES

Business is done based on personal relations, knowledge and understanding (the culture of) our business partners

14
LANGUAGES

Multilingual: Arabic, Dutch, English, French, German, Italian, Russian, Mandarin, Cantonese, Rumanian, Portuguese, Spanish, Polish and Bulgarian
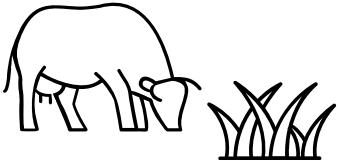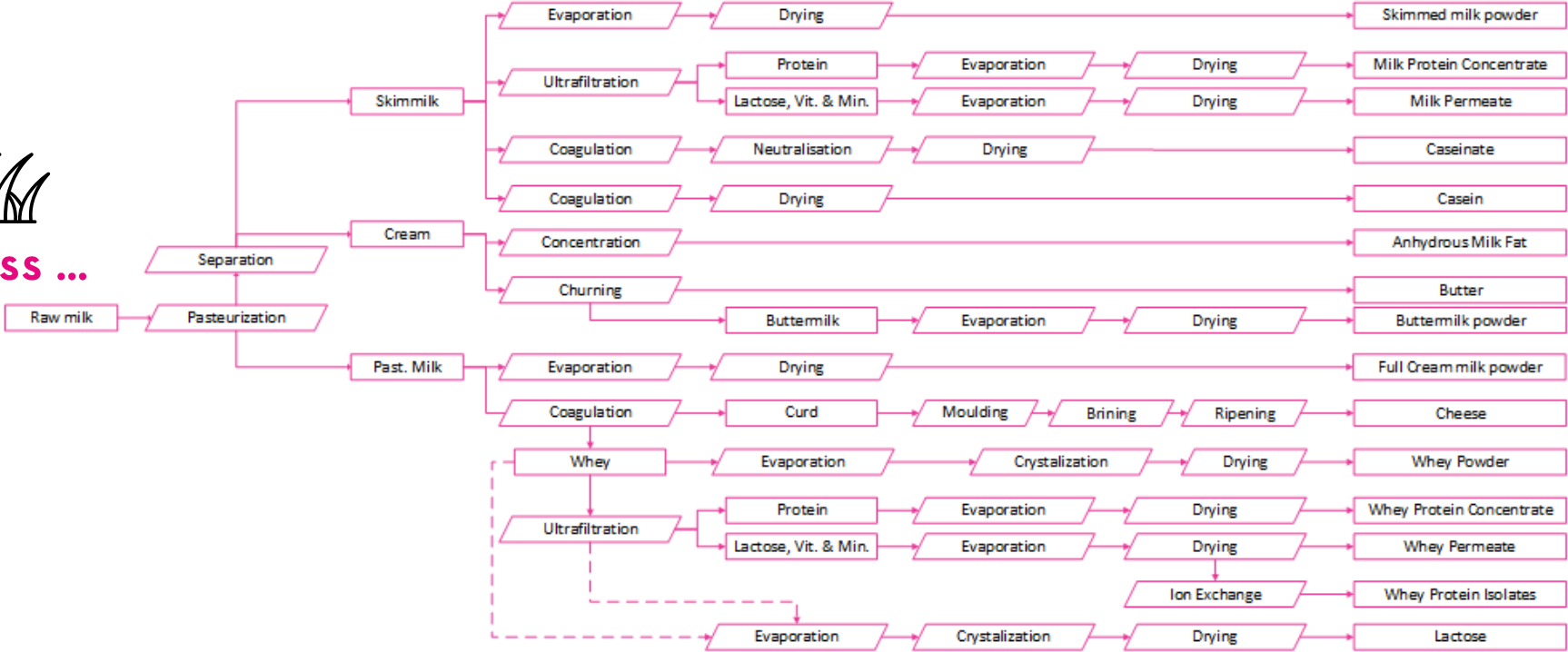
100
EMPLOYEES

Very committed employees: **our people make the difference**

DAIRY PROCESSING POSITIVE POSSIBILITIES

FROM GRASS ...

... TO GLASS

Raw milk → Pasteurization → Separation

Skimmilk
- Evaporation → Drying → Skimmed milk powder
- Ultrafiltration
  - Protein → Evaporation → Drying → Milk Protein Concentrate
  - Lactose, Vit. & Min. → Evaporation → Drying → Milk Permeate
- Coagulation → Neutralisation → Drying → Caseinate
- Coagulation → Drying → Casein

Cream
- Concentration → Anhydrous Milk Fat
- Churning → Butter
  - Buttermilk → Evaporation → Drying → Buttermilk powder

Past. Milk
- Evaporation → Drying → Full Cream milk powder
- Coagulation → Curd → Moulding → Brining → Ripening → Cheese
  - Whey → Evaporation → Crystalization → Drying → Whey Powder
  - Ultrafiltration
    - Protein → Evaporation → Drying → Whey Protein Concentrate
    - Lactose, Vit. & Min. → Evaporation → Drying → Whey Permeate → Ion Exchange → Whey Protein Isolates
  - Evaporation → Crystalization → Drying → Lactose
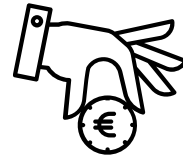
NUMIDIA: SPREADING THE RISKS

WE HAVE REPRESENTATIVES AND OFFICES AROUND THE GLOBE

In all important regions
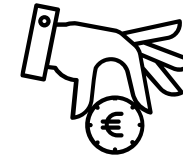
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24

ALWAYS IN THE MARKET

WE HAVE A BROAD RANGE OF FAT- AND PROTEIN-BASED PRODUCTS

INCL. FUTURES & OPTIONS

↓

broadest view on the dairy markets

WE ARE THE FIRST GLOBAL DAIRY TRADER WHO VOLUNTARY COMPENSATES THE CARBON FOOTPRINT

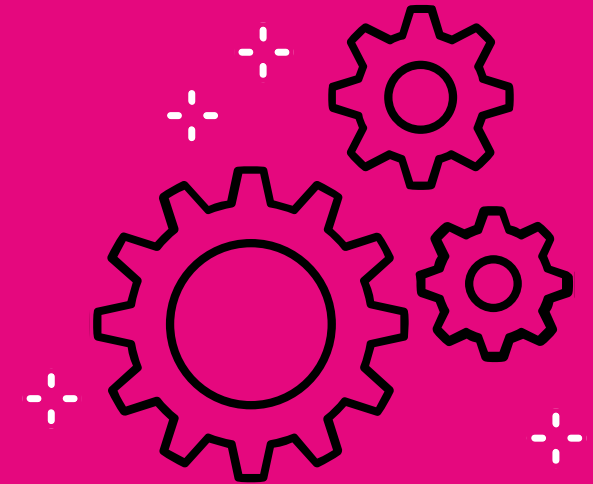scope 1, 2 and big part of scope 3

↓

first "carbon neutral" dairy trader

OPERATIONAL EXCELLENCE

Getting a distinctive market position by supplying standard products with excellent operational performance

TAKING THE LEAD ON COMPETITION

- Continuous focus on processes

- First time good, on time, always

- Cost lowering efficiency

- High productivity and low overhead

- Economies of scale

- The newest IT-systems (also to control the total supply chain)

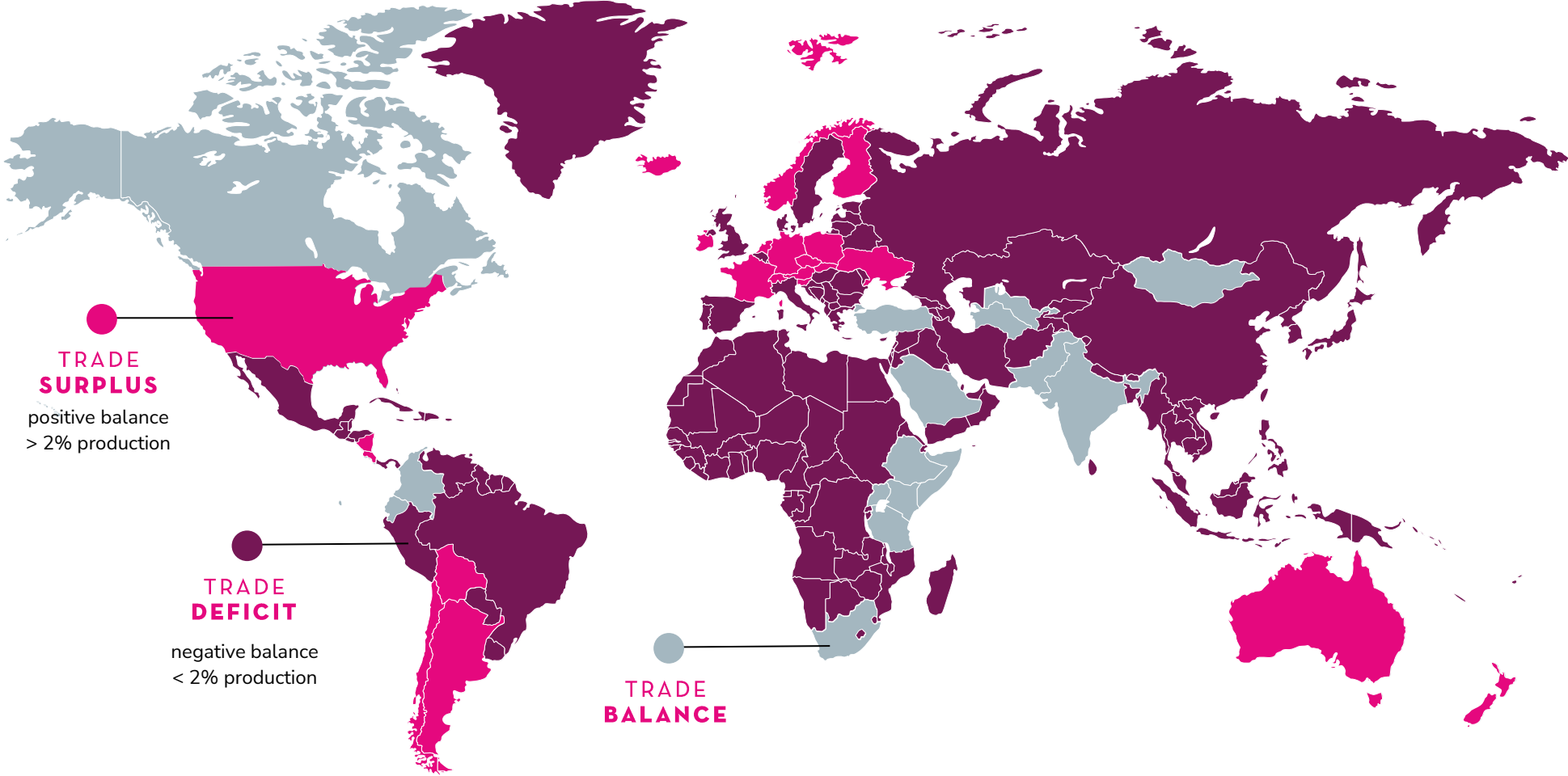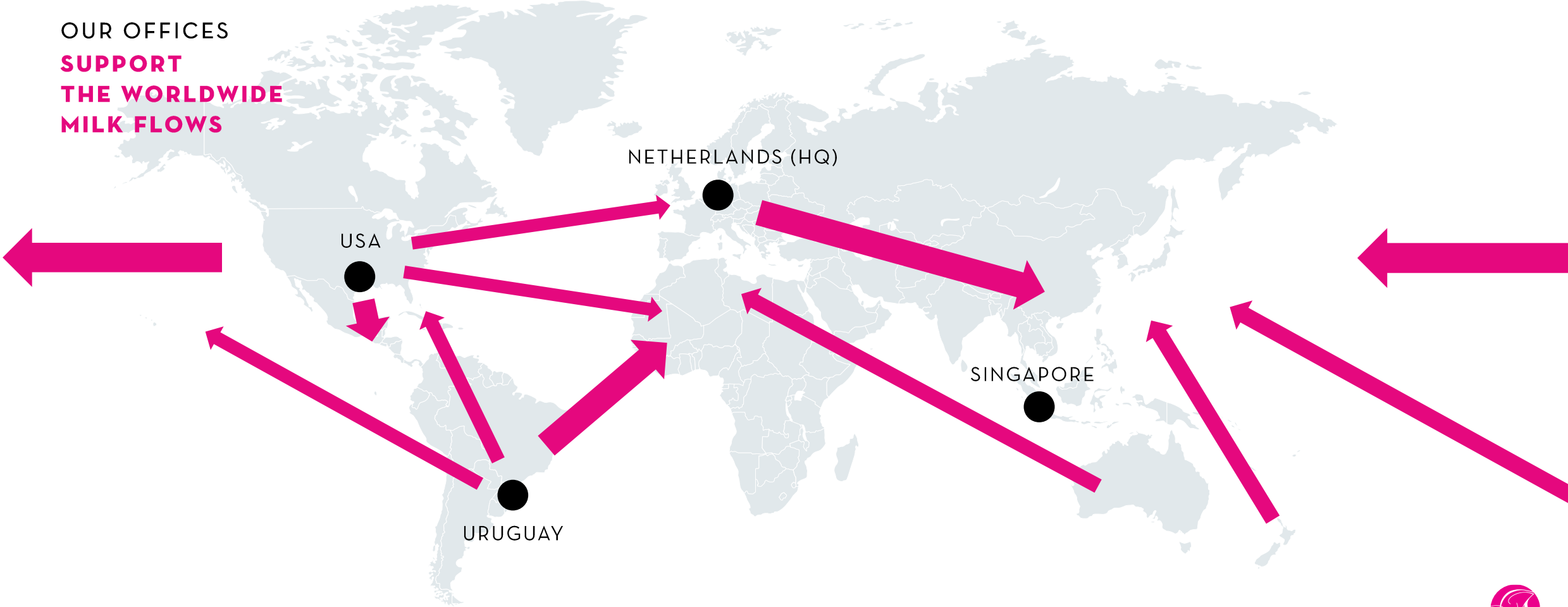# BUSINESS IN > 100 COUNTRIES

NUMIDIA **OFFICES**

NETHERLANDS (HQ)

USA

SINGAPORE

URUGUAY

WORLD WIDE DAIRY TRADE

TRADE SURPLUS
positive balance
> 2% production

TRADE DEFICIT
negative balance
< 2% production

TRADE BALANCE

WORLDWIDE MILK FLOWS

OUR OFFICES
**SUPPORT
THE WORLDWIDE
MILK FLOWS**

NETHERLANDS (HQ)

USA

SINGAPORE

URUGUAY

OUR 'WALL OF FAME'

BEING THE BEST IN PEOPLE, PRODUCTS AND PROCESSES

FOOD	FEED	PROCESS	PEOPLE	ENVIRONMENT	ORGANIC
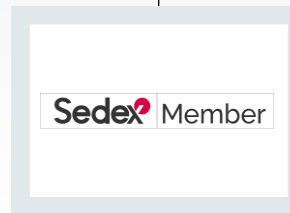
FACTS AND FIGURES
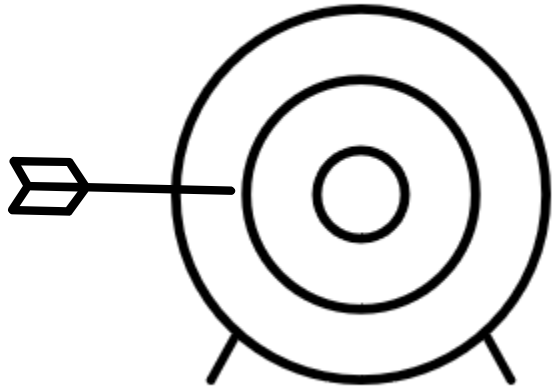
● Turnover 2022: € 939.000.000

7.250
40 FT CONTAINERS

99.9%
FCL

5.500
TRUCK LOADS

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NUMIDIA IMPLEMENTATION IN 2017

- User of Qbil since the start of our company (2011)

- Qbil: good fit in beginning: but not enough structure and perspective

- First call in 2017 to me was of a sales lady of Dycotrade

- Then **Ouko** visited us......

- Mid of May 2017 we took the decision to implement Dyco2012

- 1st of November 2017 live (< 6 months)

- **Don't try this at home........**

NUMIDIA IMPLEMENTATION IN 2020-2022

- As long as we were on Dyco2012 we could not make progression

- As everything we do has a connection with Dyco

- Approach: as if it was a NEW system (not a new version)

- We started 2nd half of 2020 and were live 1 June 2022

- Problem: your best people are always involved and distracted

- Essential: open communication-line with your software supplier

2012 (on premise)

365 (cloud)

# DIFFERENCES IN IMPLEMENTATION (2017 VS 2022)

2017

- Limited documentation
- Small team involved (3) / 2 offices
- Fast decision taking
- Limited functionality
- Simple training
- Limited testing
- Limited connections with other systems

2022

Started with documenting processes

Bigger team (10+) including trade / 4 offices

More people involved

4 years of adjustments + new developments

Extensive trainings

Extensive testings

7 connections with other systems

MY GOALS FOR TODAY
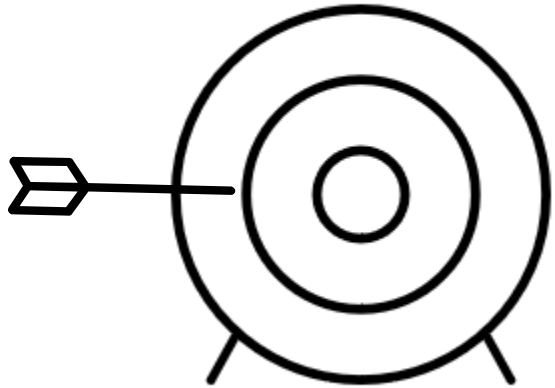
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DID DYCO365 BRING MORE EFFICIENCY ?

DycoTrade 365

- **Not** as expected: volume in MT/OPS-employee: -23% in 2022)

- But take into account the more complex world we live in and the change of system in '22

- We needed more steps to get more insights (for example: the status of orders)

- Next: try to reach more efficiency with RPA (Robotic Process Automation)

NUMIBOT

SPECIFIC FUNCTIONALITIES: CUSTOMER JOURNEY

- Defined all contact moments with the customers

- Defined triggers in Dyco for those moments and the related documents (LogDocs)

- Defined overview of status of all orders per customer

- Next step: *Customer Portal*

DycoTrade

EFFICIENCY WITHIN NUMIDIA: EXARTE

- Physical order book (approval) -> digital flow

- One approval after another   -> simultaneously

- Only physical control   -> digital track and trace of total process

- Bound to the office location   -> flexibility

MORE INSIGHT WITHIN NUMIDIA: BI-TOOL

- Using Power-BI for creating dashboards

- "Almost" realtime insight in main business processes

- Example: our daily dashboard
  (debtors (overdue), volumes, margin, order book, position limits, stock, …)

DycoTrade

MORE INSIGHT IN THE MARKET: WITH AI-SYSTEMS

- Using Machine Learning systems for analyzing large amounts of market related data

- We predict the price movements

- This information is mirrored to the insights that traders have about the future dairy market

- Based on this our traders take decisions (purchase/sales)

- These systems are also interesting for analyzing our internal (big) data

# SPECIFIC FUNCTIONALITIES: CO2 REPORTING
(SCOPE 3)

- Every transport vendor will get a CO2-emission factor (per km)

- Every Warehouse vendor will get a CO2-emission factor per pallet (per day)

- Every Blender will get a CO2-emission factor per product (per MT)

- Every Product (supplier) will get a CO2-emission factor per product (per MT)

- System will make the calculations and reports
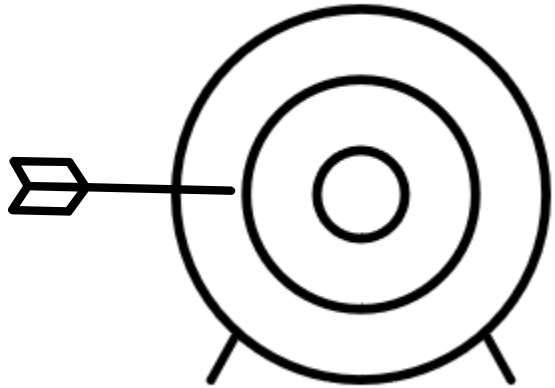
DycoTrade

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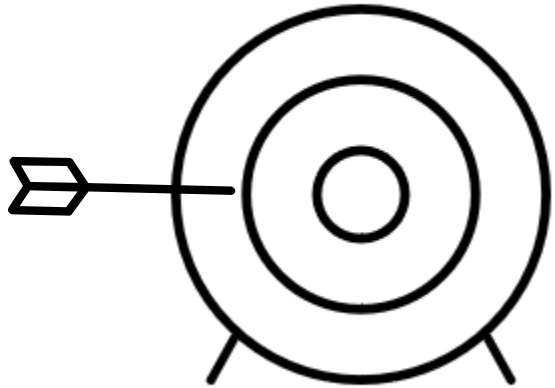- To share 1 (personal) advice with you

WHAT'S NEXT ?

- KYOS implementation (Positions, VAR, M2M)

- Further efficiency improvements with Robotic Process Automation (RPA)

- Further supply chain optimizations

- Freight trade hedging

- Chat GPT ?

- ....

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MY (PERSONAL) ADVICE

- Start Dycotrade customer user group (facilitated by DycoTrade)

- To streamline new functionality (f.e. Options)

- To exchange user experience of Dycotrade use *(like I do today)*

- To exchange experience in non-Dyco-functionality *(like I do today)*

- Together we can be stronger / smarter / better / faster than all our competitors

DycoTrade

THANK YOU

&

ENJOY YOUR MEAL