Case study
Brake Food Service France

65,900 archiving files/1,690 gigabytes (and counting) generated with Business Process Outsourcing (BPO)

About the customer

INDUSTRY:
Wholesale Trade
PRODUCTS:
Food, Fresh and Frozen Products for restaurant professionals
SIZE:
703m Euros turnover
Distributes to 45,000 customer sites in France
3500 products
1.8 million client deliveries per year
2nd largest food service provider in France
Part of the Brakes Group

SAP System:
ECC 6.0 EHP5, 2.9TB
TJC Group BPO contract since:
July 2012
TJC Archiving Sessions Cockpit (ASC) software user since:
September 2008
Main archiving objects:
BC_DBLOGS, CHANGEDOCU, CO_ITEM, EC_PCA_ITM, , IDOC, RL_TA, RL_TB, LE_HU, RV_LIKP, SD_VBRK, SD_VBAK, SD_VTTK, WORKITEM

Question & Answer
with Mr. Stéphane BRUN, IT Manager

What did you find interesting in working with TJC and particularly in the context of BPO? Did TJC meet your expectations?

Their technical knowledge on databases, large data volume, content servers and their tax knowledge relating to archived data that can be consulted in case of audits and controls. They also have a good grasp of the knowledge of control processes.

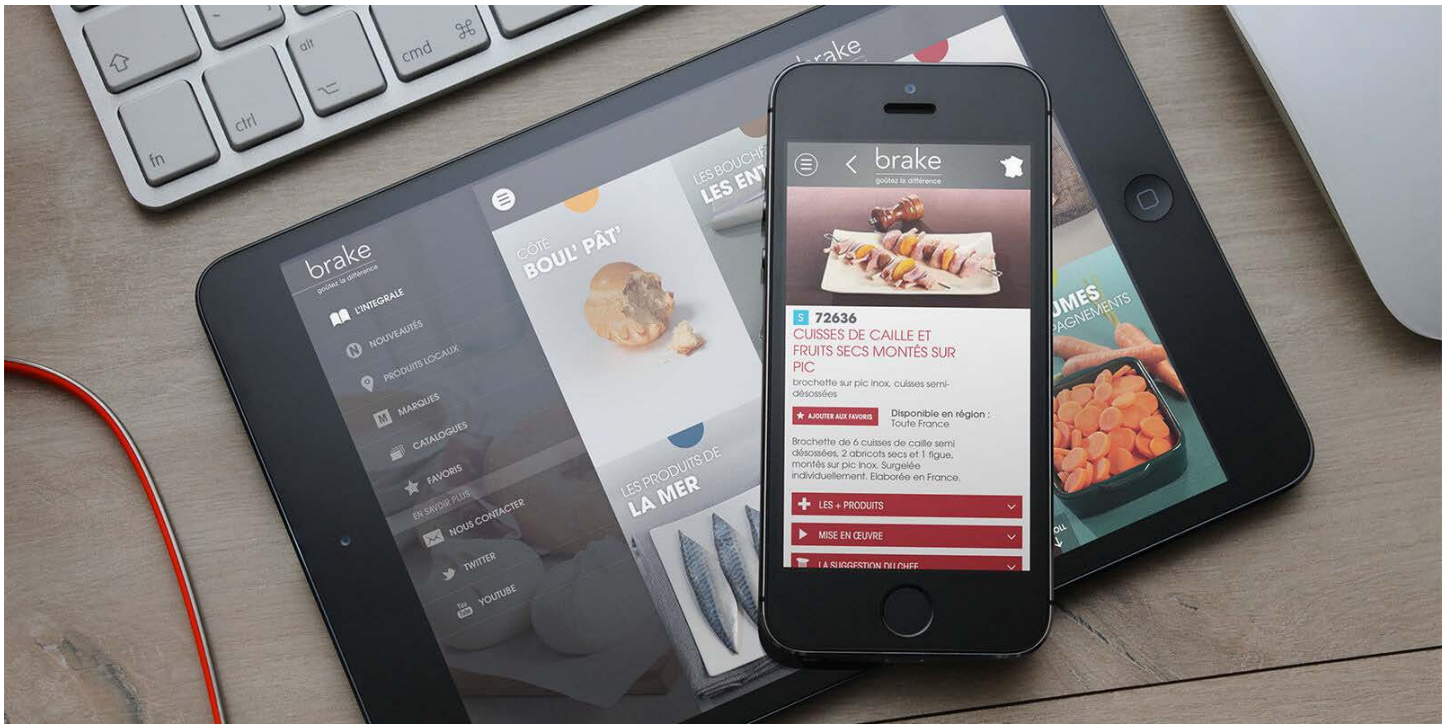**What did you like most about TJC and BPO?**

Contract with the full package, plus a single point of contact.

What are the three advantages of working with TJC and / or opting for a BPO?

As expressed above: their perfect knowledge of the IT products they offer, their technical knowledge of SAP, their autonomy in the follow-up of the archiving.

How did you feel about the work done with your TJC consultant?

The relationship with my TJC consultant corresponds to what I expect, that is to say that it relieves me of the monitoring of the archiving, keeps me regularly informed of the follow-up, and advises me on the evolutions to be made on the archiving objects.

Would you recommend TJC? If yes, why?

Yes, the BPO is the logical continuation and the extension of the ASC software which makes the problem of archiving fully taken into account.

Is there anything you would like to add?

TJC offers pragmatic business proposals.

Do you have any suggestions for improving our BPO concept?

None.