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Case Study:

Riverina Dairy – Transforming Operations with IBT's Oracle NetSuite Implementation



“They understand our special requirements because they took the time to get inside our business and understand the system we had and how it could be improved.”

Andrew Boschetti, Chief Financial Officer at Riverina Dairy.

Riverina Dairy

Is a leading dairy product manufacturer in Australia, known for producing a wide range of premium products such as flavoured fetta, haloumi, sour cream, and yoghurt. Based in Corowa, New South Wales, their operations are large and complex, requiring a streamlined approach to manage manufacturing, supply chain, and financial processes.

The Challenge

As Riverina Dairy's operations expanded, they faced several challenges in managing their business efficiently:

- **Fragmented Systems:** The existing ERP system was only partially integrated, focusing on financials, leaving other key areas like manufacturing and supply chain unconnected.
- **Operational Inefficiencies:** Planning for daily fluctuations in milk production and adjusting production schedules was time-consuming and prone to errors. There was no real-time view of supply chain and logistics, leading to inefficiencies in production planning.
- **Lack of Scalability:** The current setup limited Riverina Dairy's ability to scale and improve long-term and short-term planning reliability.
- **Manual Intervention:** Employees were spending significant time managing daily operational tasks manually, instead of focusing on improving business processes.



To address these issues, Riverina Dairy needed a fully integrated ERP system that could provide a real-time overview of their entire operation, including manufacturing, supply chain, and financials.

The Solution

Riverina Dairy partnered with IBT to undertake a comprehensive overhaul of their enterprise resource planning (ERP) system by implementing Oracle NetSuite. This cloud-based platform provides a unified approach to managing various aspects of the business. Key elements of the solution included:

Full Business Integration:

Oracle NetSuite was expanded beyond the financial side of the business to include manufacturing, materials requisition planning, supply chain logistics, production management, and recipe management.

Real-time Supply Chain Management:

With the new system, Riverina Dairy can now adjust production schedules in real-time to account for daily fluctuations in milk production and supply chain disruptions. The integration of materials and logistics allows for more agile and efficient planning.

Scalability and Future-Proofing:

The implementation enables better long-term and short-term planning. Riverina Dairy is now well-positioned for future growth with a system that can scale as their business expands.

'Boots on the Ground' Customer Service:

IBT's customer care philosophy, led by IBT's Director Alan Barton, focused on deeply understanding Riverina Dairy's unique needs. Through face-to-face interactions and onsite support, IBT was able to deliver a customised solution that addressed both the technical and commercial needs of the business.



The Outcome

Since implementing the Oracle NetSuite ERP system with IBT, Riverina Dairy has experienced significant improvements across their operations:

Enhanced Transparency and Accuracy:

The ERP system provides a single source of truth for the entire business, giving Riverina Dairy real-time insights into all aspects of their operations. This has enabled more informed decision-making across the organisation.

Improved Efficiency

Production planning and supply chain management have become more agile, allowing the company to adjust to daily fluctuations in milk production and logistics. Employees are now focused on higher-value tasks rather than daily manual adjustments.

Scalable and Future-Ready:

The new system provides the scalability Riverina Dairy needs to grow and manage the complexity of its operations. The company is now able to plan for both long-term and short-term demands more reliably.

Personalised Support:

CFO Andrew Boschetti praised IBT's approach, noting that their hands-on customer service and in-depth understanding of the business set them apart. "Previously it has been hard to find a provider who could translate the sales talk into the technical results and commercial returns to the business. Alan's spent a lot of time understanding the challenges we are facing and the improvements that Oracle NetSuite can bring to our business," said Andrew.

“ IBT didn't just provide a system—they delivered a solution tailored to our exact needs.



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Conclusion

The transformation project at Riverina Dairy highlights the power of a fully integrated ERP system when combined with tailored, on-the-ground support from a trusted partner. By working closely with Riverina Dairy, IBT was able to implement Oracle NetSuite in a way that not only solved their current challenges but also positioned them for future growth and success.

Riverina Dairy's journey serves as a testament to how modern ERP solutions, paired with expert guidance and a deep understanding of business needs, can streamline operations and unlock new efficiencies.

Interested in learning how IBT can help your business achieve similar results?

Contact Alan Barton, our ERP Cloud Solution Director, at +61 477 247 077 or via email at abarton@ibt.com.au.



It's rare to find a provider who translates sales talk into real, measurable business outcomes —IBT did just that.

