

Transforming Compliance and Food Safety for a Global Snack Food Leader

A leading global snack food manufacturer faced compliance and food safety challenges due to its legacy and fragmented systems, which posed a potential risk to its brand reputation and consumer trust.

To ensure end-to-end transparency and meet evolving regulatory requirements, the company turned to Infosys Topaz AI Next Supply Chain Product Traceability, a scalable, cloud-based solution.

The Business Imperative for Scalable, Transparent Operations

Our client is an American multinational confectionery, food, holding, beverage, and snack food company, operating in approximately 160 countries. The increasing consumer demand for transparency and high-quality products necessitates the implementation of robust traceability solutions that can help minimize the impact of recalls, scale operations, and meet compliance requirements.



Addressing Key Contamination Scenarios



Source/ Farm

Contamination of ingredients/raw materials at the source/ farm.



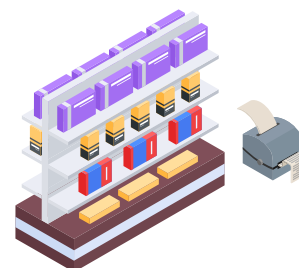
Transformation

Equipment malfunctions during the manufacturing and production process can cause contamination.



Transportation

Improper handling and storage, especially of temperature-sensitive products, can lead to contamination.



Labeling

Mislabeling or undeclared allergens can trigger potential allergic reactions in consumers.



A Persona-Driven Perspective on Compliance and Food Safety Barriers



Quality Manager

"Fragmented supply chains and siloed data compromised product safety and quality. Without centralized traceability, root-cause analysis took days, damaging brand reputation and consumer trust."



Compliance Manager

"Evolving regulations like FSMA made batch compliance complex. Without real-time value chain insights, manual audits and reports were time-consuming, increasing the risk of delayed recalls and regulatory notifications."



IT Manager

"ERPs and disconnected digital tools created silos, increasing data errors and complicating compliance updates. Responding to safety events or regulatory changes required reactive, time-consuming custom patches, which was an unsustainable approach."



Brand Manager

"A failed recall can irreversibly erode trust and brand equity built over decades. Proactive recall management is essential to ensure compliance, protect reputation, and sustain market leadership."

Technological Challenges

Fragmented visibility across diverse upstream suppliers and downstream distribution partners

Disconnected, disparate systems, and data silos that cause delays in critical hold-and-release decisions and action



Traditional ERP system limitations that affect the flexibility and specialized capabilities needed for comprehensive food safety compliance

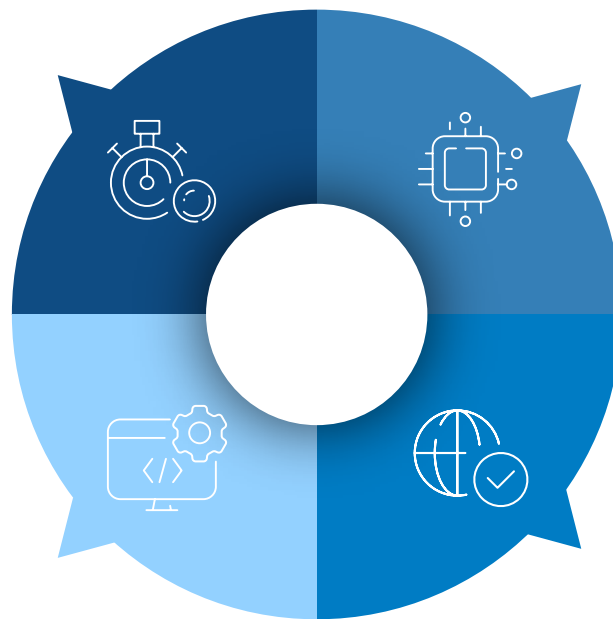
Evolving compliance requirements demand agile systems that can adapt quickly

Infosys Topaz AI Next Enabling a Smarter, Safer Food Supply Chain

Infosys Topaz AI Next implemented Product Traceability, a cloud-based and globally scalable solution that manages track, trace, hold, and release with ease.

Topaz AI Next Fabric

Provided real-time and batch data integration and orchestration to seamlessly connect disparate systems, creating a unified and fully integrated supply chain ecosystem.



Graph Datastore

Offered a centralized storage architecture specifically designed for complex traceability data relationships and lineage tracking, improving accuracy and efficiency to manage food safety compliance requirements.

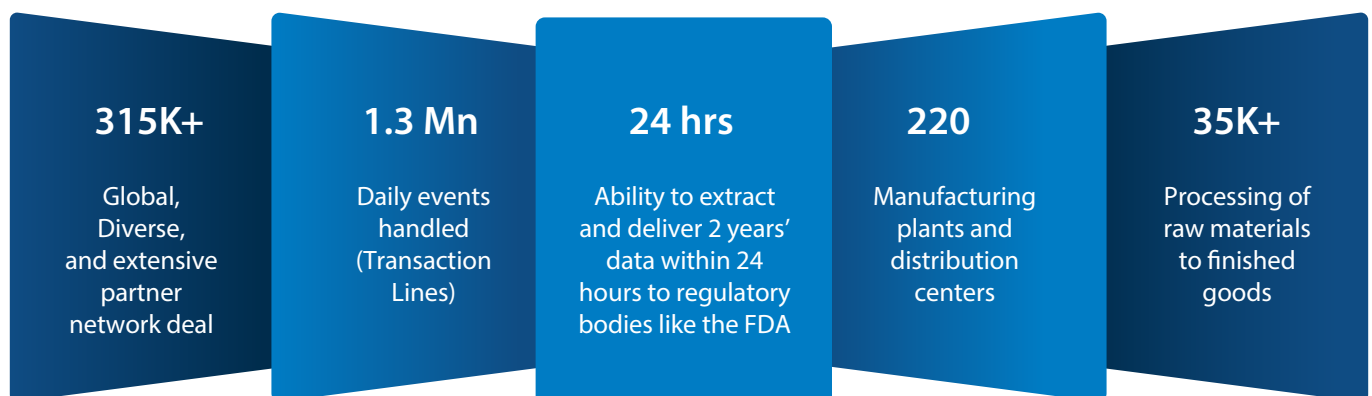
Traceability Portal

Facilitated efficient interface for managing track and trace, hold & release, and disposition workflows, enabling the organization to respond swiftly to compliance and safety concerns.

Traceability Control Tower

Offered FSMA compliance, and other regulatory compliance dashboards with a holistic, real-time view of all partners across the global supply chain, enhancing decision-making and ensuring timely compliance.

Impact



To learn how the Infosys Topaz AI Next Supply Chain platform (formerly TradeEdge) can help you unlock end-to-end supply chain visibility, reach out to us at

contact@edgeverve.com



Infosys
topaz AI Next

Infosys Topaz AI Next is an AI-first business operations platform designed to orchestrate and transform enterprise operations at scale, help unlock digital-native performance, and **accelerate the journey toward autonomous enterprises**. Infused with next-generation AI capabilities, it powers EdgeVerve's portfolio of curated industry solutions, helping enterprises move beyond AI experimentation to sustained value realization, maximize ROI, and witness faster time to value at scale.

<https://www.edgeverve.com/ai-next/>

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