

Expanding our Trace One Devex PLM Footprint



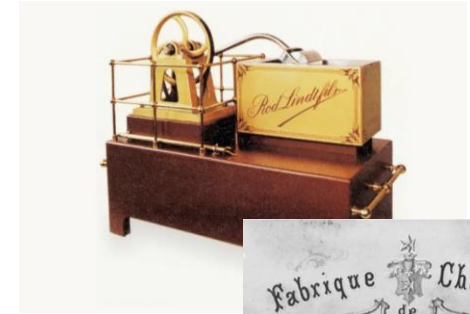
Kim Garrett
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Agenda

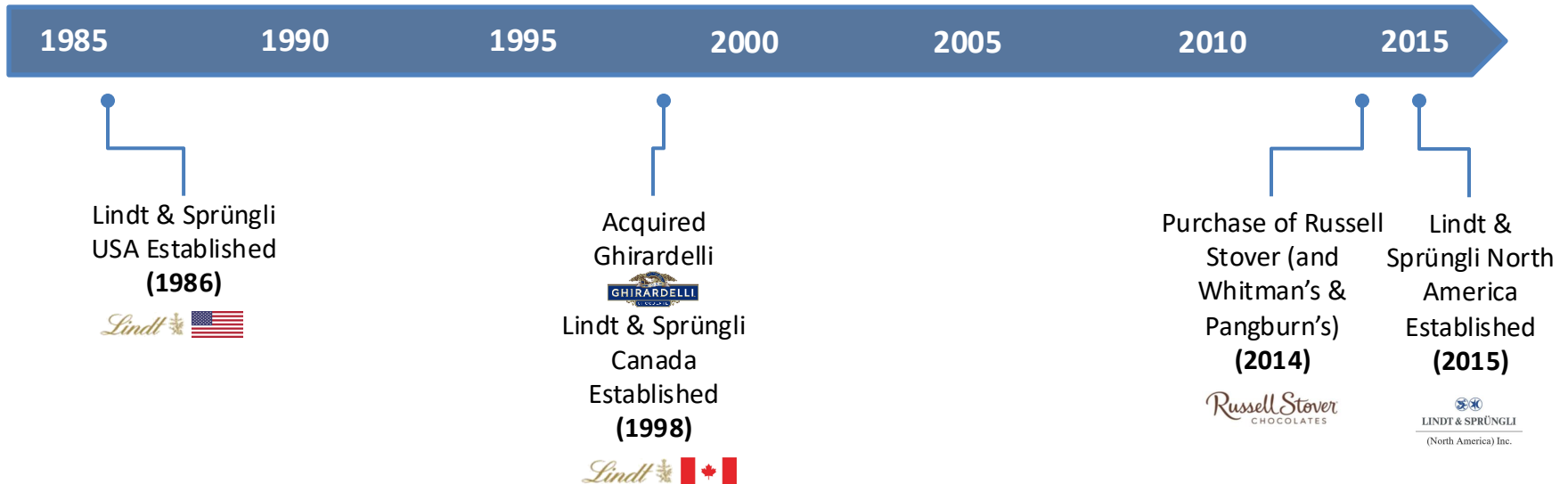
1. Background
2. Lindt North America Voyage
3. SAP Journey
4. Lindt North America Master Data Management & Governance
5. Devex Landscape
6. Enhancement Structure
7. Enhancements

Company Background

- The origins of Lindt & Sprüngli date back to 1836, when David Sprüngli-Schwarz and his son Rudolf Sprüngli-Ammann bought a small confectionery shop in the old town of Zürich, producing chocolates under the name David Sprüngli & son.
- Domingo Ghirardelli opens confectionary shop in San Francisco in 1852 known as Ghirardely & Girard which will eventually become Ghirardelli Chocolate Company
- In 1899, David Sprüngli-Schwarz and Rudolphe Lindt go into business together as Lindt & Sprüngli
- 1949 – 1967: New & innovative products
 - 1949: LINDOR bar with it's smooth-melting filling is created
 - 1952: Lindt GOLD BUNNY hopped into Easter baskets
 - 1967: LINDOR truffle entered the market, originally intended as a Christmas tree ornament
 - 1998: Lindt Master Chocolatiers represent the Lindt brand



Lindt North America Voyage



"Lindt & Sprüngli (North America) Inc. is a shared service organization developed to support the North American brands (Lindt USA, Lindt Canada, Ghirardelli Chocolate Company, and Russell Stover Chocolates). We strive to be a world-class service organization that creates value by partnering with the brands to deliver profitable growth."

SAP Journey

Concept: Merge the 4 North American Brands (Lindt US, Lindt Canada, Russell Stover, Ghirardelli) on to a common shared SAP ERP (S/4 HANA from the existing ERP systems)



- Completed 2019
- Set the initial design of ERP for all Lindt North America companies



- Completed April 2022
- Uses Russell Stover design as basis and adds/adapts to fit requirements
- Integration with Devex added as a requirement



- Completed March 2024
- Uses Ghirardelli design as basis and adds/adapts to fit requirements
- Lindt USA Devex integration design follows Ghirardelli design



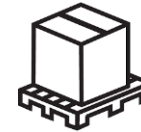
- To be completed May 2025

LSNA Master Data Management & Governance


LINDT & SPRÜNGLI
(North America) Inc.



Russell Stover
CHOCOLATES



>30,000 materials



>20,000 customers



>7,000 suppliers



>43,000,000 data fields

“Since we’re all in the same system, we all must follow the same rules. A holistic approach to Master Data Management just makes sense...”

Devex Landscape

United States of America

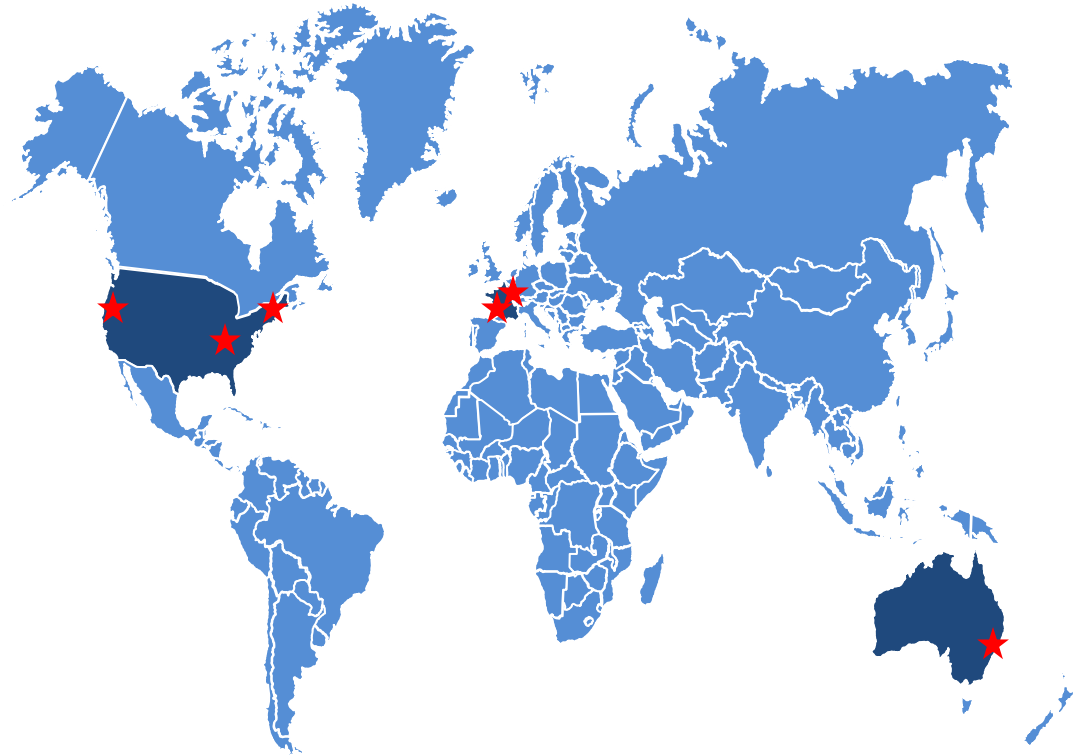
- Lindt & Sprüngli (USA) – NH – 95 users
- Ghirardelli Chocolate Company – CA – 97 users
- Russell Stover Chocolates – MO – 22 users

Europe

- Lindt & Sprüngli France – Paris/Oloron Ste Marie – 96 users
- Lindt & Sprüngli Germany – Aachen – 25 users

Australia

- Lindt & Sprüngli Australia – Sydney – 37 users



350+ Users 

20+ Business Units



Enhancements Structure



MONTHLY

Performed by Lindt North America IT

- Rename workflow tasks
- Update validations or required fields
- Update reports
- Add/remove fields (if no logic)
- Minor integration changes



LONG-TERM (~1-2 Years)

Performed by Trace One

- New/major changes to workflows
- Add/remove fields (with logic)
- Large integration changes (SAP and other systems)

Enhancements – Long-Term

Project Plan/Opportunity Identification

- Dynamic scheduling/editable project plan
- Search functionality: include Development number
- Cost savings section

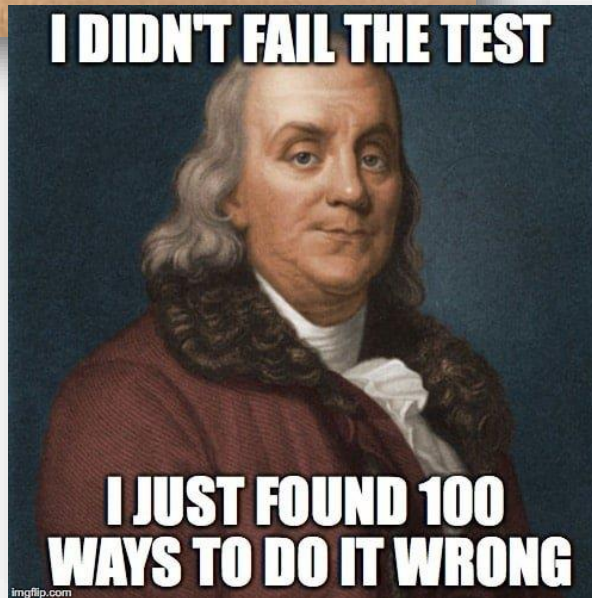
Workflow

- Shared material workflow
- Retail and Import workflows
- New User Groups
- Discontinuation workflow

Integration

- SAP Material # and Devex Development #
- Master recipe (routing)
- SAP requirements
- Sustainability fields

Enhancements - Learnings



HYPERCARE

THANK YOU!

