

## Customer Case Study

Porthus.net Customs



### **PURATOS**

Worldwide leader in the food industry

#### **Industry**

Food

#### **Customer Location**

Groot-Bijgaarden,  
Belgium

### **Profile PURATOS**

The Puratos Group provides innovative ingredients and tailor made solutions to the bakery, patisserie & chocolate sectors. Puratos markets a full range of products to create the perfect combination of innovation, tradition and user-comfort.

Some Puratos key figures

- 88 companies spread over 57 countries
- 54 production plants in 40 countries
- annual turnover (2007): over 900 million euro
- number of employees worldwide: over 5,500

<http://www.puratos.com>

### **Business Need**

Puratos's decision to implement an electronic customs clearance solution was mainly driven by the need to:

- Gain compliance with respect to EU requirements for electronic customs document processing;
- Increase efficiency and speed of all customs declaration and clearance processes;
- Increase processing speed and performance while reducing operational costs;
- Reduce costs through OnDemand business model (predictable cost based on usage);
- Minimize IT Infrastructure investment offering immediate high return;
- Implement one application for all EU countries.

### **An Integrated Solution for Electronic Customs**

Puratos selected Porthus.net Customs to manage their export and transit declarations on a European scale. Porthus.net Customs is a complete and integrated solution, which enables companies to manage their customs declaration and clearance processes in an efficient, electronic way.

Porthus.net Customs integrates the company's back-end system with the required software to manage electronic customs declarations. All transactions and communication will pass the Porthus.net central platform before reaching the relevant customs authorities. Once customs-cleared, the approval message is sent back to the company via the Porthus.net central platform.

#### **Challenges**

- Integration with back-end systems
- Extend solution modules over time

#### **Keys to Success**

- Seamless integration with back-end system
- Pass testing with relevant customs authorities for live electronic declarations

#### **Benefits**

- Immediate compliance
- Scalable solution in terms of geographical expansion
- Reduction of operational costs

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*According to Puratos:*

«**Porthus.net Customs** maximizes efficiencies within Puratos's supply chain in terms of cost, speed, flexibility and overall customer satisfaction»

### Why Porthus.net Customs?

Porthus.net Customs clearly distinguished itself from competitive solutions.

Key criteria why Puratos choose Porthus.net Customs:

- user friendly interface for declaring NCTS (outgoing) and export documents;
- extension to a multi-country solution possible whenever needed (Italy, Spain, France);
- seamless integration with Baan (ERP) and Expres (Export Restitution);
- end-to-end monitoring of the full declaration process;
- re-usability of the existing link with Porthus.net Trading Hub already in use for B2B communication with trading partners.

Apart from the software application Porthus.net Customs, Porthus provides excellent services. The solution is hosted and kept up-to-date at Porthus's data center.

### Products & Services Used

Porthus products and services that were used in this case study:

#### **Professional Services**

The solution was implemented by Porthus's Professional Services team and project implementation was coordinated by a designated Project Manager. All Porthus experts use a proven methodology to ensure your complete satisfaction with service contracts.

#### **Product**

Porthus.net Customs – modules NCTS (export) and Export

#### **Managed Services**

The solution for Puratos is hosted and managed at the Porthus data center. With this value-added managed service Porthus monitors, maintains and manages sophisticated and fast-evolving software applications for Puratos. Puratos also calls on Porthus's 24/7 Helpdesk services in case of support issues.