



Improve Product Management through a streamlined solution

“Even today, maintaining product information for brand manufacturers, retailers, and distributors is time consuming and prone to error.”

The Product Information Management Landscape, Q2 2023, Forrester



Domino's technical team wanted to create a **fully auditable system**, in which all product and supplier information is stored in **one central location**.

Before the implementation of ARCUS® modules, the majority of information was held in silos throughout different sites, often in local spreadsheets managed by an individual, resulting in a lack of visibility over all supplier and product information. Trade Interchange provided a solution for gathering and managing technical documentation, while also creating a single source for all information which can be accessed and reported on by key professionals in each relevant department.

Challenges



Create a fully auditable product management system



Have a robust product and supplier approval database



Allow collaboration between departments



Eliminate silos of product information

Domino's diverse supply base includes ingredients, ready-to-eat toppings and desserts meaning they required a fully auditable, consistent system across the company; while also achieving the best market value for their ingredients and ready-to-eat items.

To increase confidence in the supply chain, Domino's implemented:



How has ARCUS® PIM aided the technical department?

Using ARCUS® Product Information Management (PIM), Domino's is able to tailor product questionnaires to their requirements, collecting an unlimited amount of information and documents associated with their side dishes, desserts, and ready-to-eat toppings. All ingredient, packaging, allergen and nutritional information is collected directly from the supplier, leading to complete confidence that the information held is entirely accurate. As the information requested is specifically designed to meet their needs, information such as the sustainability accreditation of palm oil and environmental standards can also be gathered to increase confidence in the provenance of all products. ARCUS® PIM ensures this product data is held in one fully searchable database alongside all other supplier information, removing silos of information previously held in paper-based systems. This ensures Domino's technical department has access to all data, while also enabling all nutritional and allergen information to be accurately communicated to the customer.

The Manufacturing Site Information plug-in to ARCUS® SIM helps with brand due diligence and food safety defence by requesting information and certifications from suppliers for each of their manufacturing sites.



Benefits

- Central, searchable source of all product information
- Multi-department collaboration
- Confidence in the real-time accuracy of product information
- Source of communication for processes and systems
- Integration with other ARCUS® modules

The Product Information Management Landscape, Q2 2023, Forrester Research

“PIM solutions, available as on-premises and software-as-a-service solutions, are a foundational capability for enterprises to meet growing consumer demand on e-commerce channels and marketplaces with accurate product information.”

‘As a team we now have one data source instead of a number of local spreadsheets, this is fully searchable and means we can immediately access approved supplier and product information.’

Helen Allan, Director of Technical, Domino's Pizza UK

