How OSI Keeps the Big Mac and Whopper Tasting Awesome with the Streamlined Hire2Retire Business Process

Situation

What gives the perfect bite to the legendary Big Mac or the trending Impossible Whoppers? All burger lovers will have the same answer: it is the big juicy patty layered between sesame seed buns, sauces, and veggies. Very few people know that OSI, one of the largest private companies in the US, is the common denominator for their favourite Big Mac, Burger King Whopper, KFC, Starbuck breakfast sandwich, Pizza Hut, and meatless Impossible Whopper burger.

It all started in 1955 when OSI got selected as McDonald's first supplier of fresh ground beef. It quietly became one of McDonald's largest and oldest meat suppliers, producing high quality meat in more than a dozen countries. Today, OSI has established itself beyond ground beef as a premier global food provider with the world's leading food service and retail food brands, providing concept-to-table solutions that delight consumers around the globe.

With operations spread around the globe, OSI started to focus on bringing standard processes and systems in place to streamline operations and maintain stringent quality standards across all its facilities.

Struggles & Pains

OSI operates its global food network through 65 facilities in 18 counties employing more than 20,000 employees. OSI realized to drive operational excellence across these facilities they needed to eliminate manual interventions and ensure standard processes are being adhered to.

Industry
Food Production

Company size
10,000+ employees

Implemented solution
UKG to AD Hybrid

Customer
OSI

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RoboMQ

OSI team started the process of a global rollout of O365 but hit a roadblock when they started having issues keeping their GAL (Global Address List) up to date to reflect organizational changes in AD. They also wanted to automate the HR processes to eliminate manual efforts for employee onboarding, off-boarding, and profile changes and dynamically reflect these changes in AD.

Resolution

OSI trusted RoboMQ to implement Hire2Retire, a fully automated employee lifecycle management and identity provisioning solution throughout its US operations. Since Hire2Retire is a no-code, full-service product, it was the perfect fit to manage hundreds of thousands of employee identities. OSI saw an immediate reduction in the cost and burden of creating and managing employee accounts in AD, a task often done by costly sysadmin resources.

Hire2Retire provided end to end data integration between UKG to AD and streamlined the identity provisioning by reflecting changes in AD in near real-time. This also paved the way for the smooth rollout of O365 as well as resulting in:

- Organizational value of always updated GAL (Global Address List)
- Better control over identity provisioning with automated business rules and logic created by UKG to AD integration
- Significant cost, time and effort saved that would have been spent on tedious and manual HR processes

Want to learn more?

Speak with a Specialist

About RoboMQ

RoboMQ accelerates digital transformation to create a competitive advantage using the best-of-the-breed SaaS, cloud, on-premises apps, and IoT. Its Pre-packaged integration solutions (PIPs), Connect iPaaS, and Hybrid Integration Platform (HIP) provides intuitive, UX-based API and data integration for the line of business and technology users.