**bmc** Control-M
For Supply Chain

# Serving wider tastes

The Hershey Company chooses Control-M to support its growth.

Founded back in 1894, The Hershey Company today operates in a very different retail landscape. Not only do customers demand greater choice but over the years, manual manufacturing methods have given way to automation, gradually shrinking the workforce. At the same time critical business functions from supply planning to distribution have all become software driven.

## FROM COMPLEXITY

Hershey's operations are built on a complex SAP® environment. Now, as batch processes increase in volume and complexity, any glitch could cause a major hit to the business.

**Keeping outlets stocked worldwide**
To satisfy consumers Hershey's must source the right ingredients, produce the right quantities and ship to the right locations every day.

**Managing countless digital interactions**
Operations depend on thousands of intricate, interdependent jobs that facilitate transaction processing, data transfers, data analysis, and reporting to the right stakeholders.

**Fewer personnel on the ground**
Staff numbers have reduced by 60% as people retired or moved on.

'When anyone asks me what Control-M does at The Hershey Company, I tell them that it literally runs our business. It's one of our five most critical applications.'

*Todd Lightner, Analyst, The Hershey Company*

## TO COMPETITIVE ADVANTAGE

Orchestrating their application workflows is a critical part of Hershey's IT strategy. With Control-M managing the enterprise batch schedule all automated processes are run smoothly 24/7, including job scheduling and monitoring.

**Centralizing automation for greater observability**
Control-M has enabled Hershey's to identify batch process issues early and resolve them quickly, before they affect the business.

**Doing more with less**
The self-service approach enables developers and application owners to handle tasks previously performed by Hershey's IT team; allowing the company to absorb growth with a smaller staff.

As the Hershey Company continues with the digital transformation of its supply chain, brings on new applications and forges ahead with big data projects. By automating processes across on-premises and cloud-based systems Control-M has an important role to play in keeping chocolate lovers satisfied.

**REQUEST A TRIAL TODAY OR GET IN TOUCH TO FIND OUT MORE**