Client story

Nutreco's digital workplace solutions power global growth
Delivering streamlined technology experiences for 12,500+ users across 35+ countries

Client overview

- Leads global animal nutrition and aquafeed industries, with operations spanning 35+ countries
- Manages sophisticated nutritional and economic models using big data to optimize feed production
- Serves farmers and integrators worldwide with species-focused solutions for agriculture and land animals
- Requires reliable technology support across diverse markets and multiple languages

Objectives

- Scale intelligent workplace infrastructure to support fast global expansion
- Enable consistent, high-quality technology services across all international markets
- Accelerate onboarding of acquired companies in new territories
- Support data-intensive nutritional modeling and farmer optimization tools
- Deliver multilingual support matching diverse operational requirements

Why Unisys?

- Proven track record of scaling services during rapid business growth and acquisitions
- Deep understanding of global operational complexities across diverse markets
- Flexible service delivery model that adapts to local requirements while maintaining consistency
- Collaborative partnership approach that supports both current needs and future expansion
- Technical expertise in managing data-intensive applications and analytics platforms

Solution

- Digital Workplace Solutions provide a comprehensive global technology support foundation

  - Next-Generation Service Desk in two native spoken languages and 15 chat-translated languages to approximately 12,500 end users, enabling omnichannel support across all locations

  - Enterprise Service Management via ServiceNow®, including the intelligent ServiceNow virtual agent, for efficient operations

  - Unified Endpoint Management for smoother software deployment, image management, patch management and endpoint security

- Cloud, Applications & Infrastructure Solutions, including Application Services and network services to manage two virtual global data centers and roughly 100 local sites supporting approximately 2,000 servers for reliable performance across Nutreco's global operations

  - Infrastructure designed to support high-volume data modeling enables Nutreco to analyze complex nutritional datasets with greater speed and accuracy
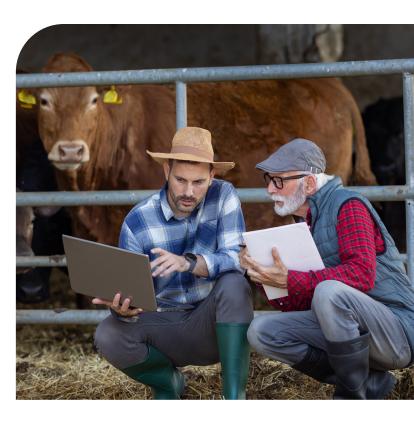
Results and benefits

- Built robust infrastructure enabling advanced nutritional and economic modeling

- Delivered consistent service experiences across 35+ countries, supported by multilingual teams and standardized processes

- Accelerated integration of acquired companies regardless of geographic location

- Boosted farmer profitability through optimized big data analytics and feed modeling

- Created the foundation for continued global expansion and market leadership

Partnership that grows with ambition

Nutreco aims to meet global food demand sustainably by investing in automation, innovation and an increasingly remote workforce. The company also seeks to improve efficiency, customer satisfaction and service quality across all its sites. The company is also keen to achieve this through close collaboration with a capable service provider who has a proactive, transparent and practical attitude.

Nutreco operates in more than 35 countries across diverse sectors. Its teams use IoT sensors to monitor shrimp-pond conditions, analyze dairy-forage data to improve milk production and run advanced nutritional models that help farmers strengthen animal health and profitability. Nutreco operates as a data-driven organization focused on advancing animal nutrition through actionable insights.

Designing experiences that boost performance

With regular acquisitions expanding its footprint and operations spanning diverse markets from Tasmania to São Paulo, Nutreco set bold objectives for its technology infrastructure:

Scale intelligent workplace services to support rapid global expansion while maintaining consistent quality across all international markets. Employees arriving at any Nutreco location can expect consistent, reliable technology experiences that help them stay focused from day one.

Enable smoother integration of acquired companies regardless of geographic location; this integration allows for quick onboarding without disrupting ongoing operations or compromising service standards.

Support data-intensive operations with robust infrastructure capable of handling everything from IoT sensor data to complex nutritional modeling that directly impacts farmer success.

Deliver multilingual, multicultural support matching the diverse operational requirements across 35+ countries, helping employees focus on core business activities rather than technology setbacks.

Why Unisys: empowering workforce with scalable, secure solutions

Nutreco chose Unisys for one compelling reason: our proven ability to scale services alongside rapid business expansion. Unisys demonstrated a clear understanding of Nutreco's global operating needs and partnered closely to design a scalable solution.

The partnership provides Nutreco's employees with timely multilingual support that keeps global operations running smoothly across continents and time zones. Through global coverage, Unisys teams deliver a collaborative approach that adapts to local requirements while maintaining consistent standards.

A digital workplace that actually works

The partnership is anchored in Unisys digital workplace solutions, which create a scalable foundation for Nutreco's ongoing global growth. Several integrated capabilities form the foundation of this global digital workplace:
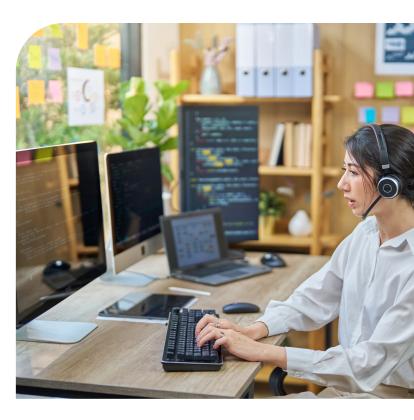
Next-Generation Service Desk enables omnichannel support across multiple languages, allowing employees to access help through various channels, including phone, email, web, chat and a service portal, regardless of their location or time zone. Support is always within reach, giving Nutreco teams the confidence to stay productive across every market and time zone. Additional services include Unified Endpoint Management, which encompasses software deployment, image management, patch management and endpoint security.

Enterprise Service Management via ServiceNow streamlines operations that adapt to local requirements while maintaining global standards: exactly what companies need when integrating acquisitions in markets they've never operated in. Enterprise Service Management via ServiceNow extends the service desk with automated workflows and virtual agent capabilities, providing an enhanced user experience, an efficient cost model and a high degree of innovation.

Application Services and network services serve approximately 12,500 end users; this enables consistent service quality across all global locations. With teams operating across diverse markets and schedules, Nutreco benefits from service flexibility that supports continuous productivity.

Secure data center foundation with two global data centers supporting approximately 2,000 servers; this enables the confident processing of sensitive nutritional data and proprietary farming insights. These services manage Nutreco's infrastructure and platforms, including Windows, Linux, networks, firewalls, backups, SQL databases, Oracle, Informix and support capacity management.

Cross-functional solutions with ServiceNow platform development and support with a dedicated bespoke service-management platform; problem management, change management, major incident management, organizational change management, knowledge management and client delivery analytics.

Results that power the future

The Unisys solution delivers a single global technology solution for Nutreco, with the capability to consistently deliver future improvements through the deployment of its continuous service improvement program and service excellence office. They identify new efficiencies in Nutreco's end-user support supply chain. Unisys' digital workplace solutions provide ITIL-aligned service management, offering comprehensive lifecycle services through remote and automated support of end users, devices and the end user application portfolio. Unisys successfully improved the delivery of efficient and effective end user services.

Scalable infrastructure enables advanced analytics that directly impact farmer profitability through improved feed efficiency and animal performance. Advanced models, from shrimp-pond monitoring to dairy nutrition analysis, now run on dependable infrastructure that accelerates insights for producers. These capabilities now give Nutreco the stability and performance its global operations require.

Consistent global service delivery helps Nutreco employees receive reliable, professional support, whether they're troubleshooting connectivity in Tasmania or accessing applications from São Paulo. Nutreco teams experience consistent, high-quality technology performance across all global locations.

The ServiceNow Virtual Agent understands natural-language requests and engages with end users to resolve their issues in a personalized manner. It integrates with Nutreco's ticketing and self-help tools to provide assistance with no wait time on chat. The platform offers additional features, including an enhanced ticketing tool for incidents, requests, change and problem tickets, personnel records and other items. All of this is authenticated with Unisys credentials and verified by Okta via a secure terminal server.

Streamlined acquisition integration accelerates expansion timelines and reduces complexity when entering new markets. When Nutreco expands into new regions through acquisition, streamlined integration strengthens business continuity and accelerates alignment.

Sustaining leadership through intelligent partnerships

This partnership represents more than IT support; it's a strategic enabler of Nutreco's mission to optimize animal nutrition through technology and knowledge. The foundation supports continued expansion and acquisition activity while maintaining the high service standards that global operations demand.

As Nutreco continues advancing agricultural technology through big data analytics and IoT sensors, its partnership with Unisys provides the technical foundation necessary for sustained leadership in animal nutrition and aquafeed.

To discover how Unisys can support your global expansion and innovation initiatives, visit us online or contact us today.

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