

# Securing Business Buy-In for S&OP Transformation

Industry: Food & Beverage Services  
Employees: > 1,000



## Mission-critical priority

The Supply Chain Director at a European food & beverage services provider turned to Gartner for help developing a robust sales & operations planning (S&OP) process. Facing major profit gaps and margin pressure, the Supply Chain Director recognized the impact of S&OP maturity on future supply chain strategy. Gartner provided consultative and actionable support that improved cross-functional collaboration on S&OP.



## How Gartner helped

The client used:

- **A Gartner-led workshop** to gather together 25 team members from across the company to determine S&OP process maturity and establish action plans for growing maturity.
- **Easy-to-use, step-by-step playbooks** to advance through the stages of S&OP maturity.
- **Document reviews**, including for the internal business case for change.
- **Best-practice examples** of S&OP meeting agendas and deliverables.



## Business impact

With support from Gartner for Supply Chain, the client:

- **Secured business buy-in** for the S&OP transformation by leveraging objective, data-driven recommendations.
- **Improved decision making** at S&OP meetings.
- **Saved time** developing key deliverables by leveraging off-the-shelf tools from Gartner's research library.

# Gartner for Supply Chain



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Our expert guidance and tools enable faster smarter decisions and stronger performance on your mission-critical priorities.

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