CUSTOMER CASE

Why Managed Services for ALM are an Essential Ingredient at Valeo Foods

2025

About the Customer

The team at Valeo Foods Group knows a good recipe when they see one. Since 2010, they have built a highly successful and reputable international foods business. With a focus on heritage brands, including iconic Rowse Honey, Kettle, crisps and Jacobs, the company has achieved rapid growth with diverse portfolios across three major regions.

Mitigating the Risks of Rapid Growth

With acquisitions at the heart of their highly successful growth and innovation strategy, Valeo Foods recognised the need for rigorous planning and careful orchestration to ensure positive outcomes for each of their business integrations.

A key component for success was ensuring Valeo Foods had the right technology, resources, and infrastructure in place to flex and evolve with the business. Such rapid growth had generated an environment of constant change and increased complexity, with the potential to disrupt their critical Corporate Performance Management (CPM) system, the pulse of their business.

Valeo Foods avoided such risks by investing in Application Lifecycle Management (ALM) because, maintaining this system was not their core competency or area of expertise. They needed expert resources to deliver the required maintenance and support to ensure consistent uptimes and avoid interruptions to monthly reporting and other critical functions.

Adding ALM Managed Services to the Mix

Valeo Foods recently transitioned from manual management and statutory reporting in Excel to OneStream's CPM solution, with the entire implementation managed by AMCO Solutions. Following the transition, Valeo Foods was soon reaping the benefits of this new, dynamic and powerful system.

Naturally, the search for a managed service led Valeo Foods back to the team at AMCO Solutions, who, due to their consultative approach, extensive knowledge and expertise, were selected as the trusted partner to provide ALM maintenance and support.

Company
Valeo Foods Group

Location/Headquarters
Dublin, Ireland

Year Founded
2010

Industry
Food and Beverage Manufacturing

No. of employees
4,500

Website
valeofoodsgroup.com

Solutions delivered
Managed Services (Application Lifecycle Management)

Adding ALM Managed Services to the Mix

The process of Application Lifecycle Management ('ALM') is demanding and requires specialist skills. By assigning ALM to an in-house team, valuable internal resources become extremely overstretched, especially when those responsible lack the required knowledge and expertise to carry out tasks efficiently and effectively.

By leveraging the power of AMCO Solutions' ALM managed services, customers can benefit from a full ALM service offering, ranging from advisory services, including roadmap creation and solutioning, to implementation, training, and support.

Customers can choose to outsource either part of or their entire ALM cycle to our seasoned team of experts who have, on average, 10 years of application support experience. The result is a highly effective ALM process that is managed by our team of dedicated AMCO Solutions experts, while the customers' in-house team can focus on the core competencies to support their business.

Valeo Foods Top 5 Priorities for ALM Managed Services

By collaborating closely with Valeo Foods, AMCO pinpointed the following five key service areas of deliverables and expectations to best support the business:

1. **Service Coverage**, detailing the responsibilities of the AMCO Support Team within the Service Level Agreement (SLA), such as operating hours and response times for handling minor and major requests.
2. **Standard Operating Procedures (SOPs)**, these are regularly occurring tasks, simple in nature which typically run smoothly, such as opening and closing of workflow and FX rate loading. The agreement provides Valeo with SOP support for their month-end reporting preparation, post- reporting checks, as well as system maintenance, with the aim to avoid end- user issues and to enable a smooth reporting cycle. Outsourcing these tasks allows Valeo to focus on the outcome, instead of standard procedures.
3. **Incident Management** for unforeseen and unplanned issues, such as a data load error when running OneStream reports. These can arise at any time and are either functional or technical in nature.
4. **Change Management** refers to service and minor change requests with specific requirements that extend beyond the defined SOP tasks and may need further detailed investigation and review by the AMCO team.

Change Management Example:

In response to Valeo Foods' service request, AMCO created a 3-year Plan Scenario, including uploading of FX rates and loading of files for multiple entities.

Results:

- Design of a more streamlined process
- Revised load template that delivered stability and easier maintenance
- Improved utilisation of public documents inside OneStream to enable sustainable circulation of the file and process

Other Examples of SOP Tasks from AMCO Solutions Managed Services:

- Data load from reporting entities
- Load of metadata, member lists, rules, etc.
- Monthly maintenance
- Open periods
- Load exchange rates
- Copy data from previous months (ownership, etc.)
- Close inactive entities in process management
- Validate simple metadata changes
- Security management and maintenance

5. **Governance** is the control process put in place and driven by the AMCO team to ensure the agreements, SLAs and responsibilities between Valeo and AMCO are fully complied with. This includes details of the escalation procedure in the unlikely event of service shortfalls.

The Benefits

By engaging AMCO's managed services for Application Lifecycle Management, Valeo Foods benefits from:

- Better utilisation of their own internal resources to focus on the outcome of the close process
- Knowledge continuity, ensuring all tasks are performed by AMCO to the same high standard and quality
- Year-round access to competent, experienced and reliable resources who handle all required tasks. This team also monitors and proposes opportunities for improvement that will deliver long- term benefits, such as Valeo Foods' 3-year Plan Scenario
- Total clarity over the control of support tasks as they are centrally organised within the OneStream application and distributed amongst the team for action. This results in fewer urgent actions as all requests are dealt with speedily as part of the SLAs. This leaves the team free to focus on improvements to the efficiency and effectiveness of their support.

With this peace of mind, Valeo Foods can focus on their continued success, knowing they have support from AMCO's experts, who are viewed as an extension of their own admin team.
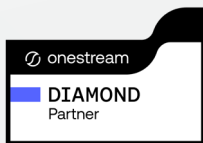
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AMCO Solutions is a global finance business partner providing end-to-end business services for CPM & ERP solutions.

We are a OneStream Diamond Partner, one of the few diamond partners globally and a OneStream Development Partner.

AMCO operates in 11 locations worldwide, supported by 220+ dedicated professionals.

Our 18 years in business allow us to fulfil implementations and support services in over 40 countries. Our experience is backed up by 250+ OneStream projects for over 160 customers in different industries.

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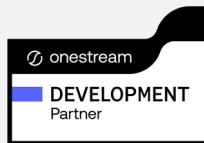
OneStream Diamond Partner	OneStream Development Partner	Microsoft Managed Partner (Dynamics365 and Azure)

WHY CHOOSE AMCO

- **Proven Experience**
  More than a decade of CPM & ERP consulting, implementation and support services to global organisations.

- **Customer References**
  Actual references justify and ensure that our customers receive services and solutions based on successful customer engagements.

- **End-to-end Partner for Implementation & Support**
  Our collective expertise in business and application lifecycles gives our customers a "one-stop-shop" solution for their CPM and ERP needs.

- **Competitive Pricing**
  Competitive pricing based on blended rates from onshore (Europe) and offshore (Asia) resources.

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