



# CFR21 AUDITING CASE STUDY

## The customer: interfood

Interfood is a leading player in the dairy industry with over 350 professionals in 14 global offices, specialized in supplying dairy ingredients, products, and solutions to the dairy industry for various applications. Interfood's commitment is to quality, sustainability, and excellence, while playing a pivotal role in sourcing, distributing, and developing food products that nourish people worldwide. Whether for customers or suppliers, the company's goal has always been clear: to deliver better products, better services, and informed insights about the industry, also committed to contributing to a sustainable planet where to enjoy food responsibly, today and into the future.

## The challenge

**“At Interfood, we use a lot of Master data which affect our Contract process, execution processes in Supply chain and logistics. Our Business needs Highquality data to support these processes. In the current situation (before CFR21), it is difficult to determine who has implemented which change in the Master data if this has disrupted a process at Interfood. “- Wilfried van der Heijde.**

The situation before CFR21 revealed a necessity to show records of who changed and what exactly was changed in the Master Data files in JD Edwards. This was a main issue for the Master Data team as they could not be responsible for the data accuracy because of the uncertainty about the identity of the user and the content changes. The level of standard auditing in JD Edwards only included the information that the file was changed with no more visible specifics

## The solution: J. D. Edwards CFR 21 Auditing

J.D. Edwards CFR 21 Table Auditing is a robust solution designed to meet the strict regulatory requirements of U.S. Code of Federal Regulations (CFR) Title 21. It is mainly designed for the pharmaceutical companies; however, the strict regulations can be used as advantage also for other companies.

With J. D. Edwards CFR21, additional layer of auditing is introduced and can be used to ensure data integrity, quality insurance and an additional layer of security. Simply with it, you can see what was changed in the table, when it was changed and by who.

In essence, the audit information appends records to the database just before and after an update occurs. This allows to observe the values both before and after the change, instilling confidence in the data accuracy. Additionally, it provides insight into who made the modification and when. This advantage is particularly relevant when specific users have elevated access to the Master Data, even if their permissions are restricted to reading or making minor adjustments, excluding other fields.

In the case of Interfood, implementing CFR 21 Auditing improved understanding of the data management and integrity. The Table auditing was enabled for the “master business data” like address book, User Defined Codes, etc. With this, the Master Data team can ensure that the provided key data are as it was agreed, and no one changed them without noticing it. It was decided to monitor all columns in the selected tables.



### **The result: key wins**

“Interfood decided to partner with Broadpin because of its transparent consultancy and thorough expertise.” - Ran Panday, CIO of Interfood.

While initially designed for pharmaceutical companies, this new functionality has proven invaluable for Interfood. It enables seamless audits, shedding light on user actions within the JD Edwards Master Data—what was done, by whom, and precisely when. Its impact extends to contract processes, supply chain execution, and logistics. Now, Interfood has complete control over the Master Data, ensuring transparency in changes and facilitating quality maintenance and process optimization.

### **Time saving**

Prior to implementing CFR 21 auditing, the Master Data team had to directly inquire with users about any changes made, consuming significant time. Now, they have immediate visibility into who made what alterations and when.

### **Better data accuracy**

Thanks to the CFR21 auditing, users modifying the Master Data can be immediately and precisely identified.

### **Future Projects**

This project not only positions Interfood for secure and auditable growth but also opens doors to other potential projects. For instance, extending CFR 21 auditing to transactional tables could prove advantageous. Such functionality would streamline error detection by tracing changes back to the original source, ultimately enhancing data integrity and validity across business processes. This is the future for CFR21 auditing.



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Your solution is here.