

**CASE STUDY**

# Global Food Services Company Accelerates Data Democratization with Dremio

## The Challenge

A multi-national food services and facilities management company operating in 40+ countries with hundreds of thousands of employees worldwide faced significant challenges with their data architecture. As an organization covering services from early childhood care to senior care facilities and from corporate dining to institutional management, they needed a unified approach to leverage their data effectively.

When their new Director of Data and Analytics Platform joined, she identified several pain points:

- Limited data accessibility with business users waiting up to three months to access data
- Siloed data architecture with separate cloud data warehouses for each use case
- Slow time-to-market for new data initiatives
- Complex data governance requirements due to international privacy regulations
- Lack of metadata management for granular access control
- No unified view across regional data sources with different vendor systems

"Data is not accessible. I don't know how to access data. I've been waiting for three months to see the data," were common complaints from business users.

## Why Dremio?

Before joining this company, their Director had experience with Dremio at a major travel technology company. When evaluating solutions to address their data challenges, her team identified Dremio as "a key accelerator for democratizing data access and analytics for our business."

They selected Dremio because they needed a solution that could:

1. Provide easy access to data through a user-friendly interface
2. Hide the underlying complexity of their Azure-based infrastructure
3. Enable granular access control to maintain compliance with regulations
4. Track data access for governance purposes
5. Unify data across different regional systems without complex migrations
6. Integrate with their existing data warehouse while building toward a modern lakehouse

"The Dremio team was really, really so much proactive that we ended up actually showing more value to the business by deploying Dremio," said the Director.

## The Solution

The company implemented Dremio as their semantic layer, starting small and scaling up as they demonstrated value:

1. **Initial POC:** They began with one virtual machine running Dremio Enterprise for a supply use case
2. **Production Environment:** As adoption grew, they migrated to a more scalable Kubernetes-based platform in Azure
3. **Unified Data Assets:** They connected existing data warehouses to Dremio and built a lakehouse, creating "the union of the Old World and the New World"
4. **User Onboarding:** Implemented a marketplace where users can subscribe to data, with access granted by data owners or governors



They use Dremio to build global data assets by unifying regional sources:

- Global supplier data across business branches
- Article data
- Work orders
- Consumer transactions

"In every single region, we have different solutions. We have different points of sales providers, we have different facility management software to track work orders, etc. And we would like to have reporting at the global level, so we need to unify all those local sources into one single global data asset," explained the Director.

## The Impact

Implementing Dremio has transformed how this company manages and uses data:

### Business Impact:

- **Democratized Data Access:** From data scientists to business analysts to solution architects, Dremio has become the go-to platform for data exploration and analysis
- **Accelerated Time-to-Value:** Users no longer wait months for data access and can self-serve their analytics needs
- **Unified Global View:** Created a single version of truth for critical business data across regions
- **Improved Data Sharing:** Dremio has become the native data sharing solution for the company

### Technical Benefits:

- **Semantic Layer:** Dremio serves as the unified semantic layer across the organization
- **Data Mesh Architecture:** Enabled products from various platforms (like Databricks) to access the single version of truth

- **Self-Service Analytics:** Business users can connect tools like Power BI directly to Dremio and find insights
- **Simplified Architecture:** Connected to both traditional data warehouses and modern lakehouse architecture

The impact has been so significant that in a recent NPS survey, one user defined their role simply as "Dremio user" - suggesting that using Dremio has become a full-time job for some employees.

## Looking Ahead

The company continues to expand their use of Dremio with several strategic initiatives:

- **External Data Sharing:** Plans to share data directly with strategic clients by building APIs on top of Dremio
- **Artificial Intelligence Integration:** Beginning to explore AI use cases, with text-to-SQL capabilities being a key feature request
- **Performance Optimization:** Implementing reflections as needed to improve query performance for business users
- **Real-Time Data Integration:** Exploring connecting Dremio directly to operational databases for more current data
- **Lakehouse Expansion:** Evaluating Apache Iceberg integration, particularly for analytics and business intelligence use cases

"Business users need to be helped. In this case, the key feature that they are asking and they are hearing about is like the text to SQL. I think if we have this in Dremio Enterprise, it will really accelerate the adoption," said the Director.

### ABOUT DREMIO

Dremio is the intelligent lakehouse platform for the business, serving hundreds of global enterprises, including Maersk, Amazon, Regeneron, NetApp, and S&P Global. Based on open-source technologies like Apache Iceberg and Apache Arrow, Dremio provides an open lakehouse architecture enabling the fastest time to insight and platform flexibility at a fraction of the cost.

Learn more at [www.dremio.com](https://www.dremio.com).

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