



Case Study: M&S and API

M&S are an international multi-channel retailer that sell clothing, food, beauty and homewear products. M&S is known for the quality and innovation of their food, which represents 58% of their turnover.

Sedex member type: Buyer (A) • **Sector:** Retail • **Joined Sedex:** Founding member

Their Challenge

M&S Food has a complex supply chain, having direct contracts with around 400 suppliers producing products at over 800 sites in 44 countries. Raw materials and commodities are sourced from more than 70 countries, and M&S estimate around 30,000 farms are used globally. Combining data from various systems on such a large scale, is time consuming, labour intensive and requires significant manual intervention.

Their Solution

Sedex Advance was developed to be open to external applications via the [Sedex API Service](#), enabling automatic data exchange between Sedex Advance and your own internal applications. In 2017, we launched a joint project with M&S to allow their internal systems to access large sections of their data held in Sedex Advance, reducing the need for manual intervention and reporting.

Previously M&S used a weekly report provided by Sedex which contained the information about their suppliers, and their audits. The key drivers behind the API project was the desire

to obtain up-to-date information far more frequently (daily and hourly), with the ability to combine information held in the M&S supplier data base and the Sedex system with a single application.

The final service was designed with consideration of M&S' requirements from their Plan A initiative and the technical capabilities of both Sedex and M&S technical teams. The API service enables M&S to stream live data about linked suppliers from the Sedex system without physically logging into their Sedex account. This enabled the M&S team to pro-actively analyse and manage their information rather than spending time consolidating data from various exported reports.

The biggest advantage was the ability to import data from Sedex, at any moment, whilst constantly monitoring the suppliers' progress, and being able to report and escalate internally. Overall, the Sedex Advance platform has enabled transparency of M&S's suppliers' ethical data. The introduction of the API project has allowed for a more connected and effective process for M&S Food to monitor such data, more often.

To find out more about Sedex's API platform, visit [our website](#).