



CUSTOMER STORY

Ajinomoto Foods North America Builds a Governed Foundation for AI and Automation

Building Automation with Clear Intention

[Ajinomoto Foods North America, Inc., \(AFNA\)](#) is a specialty frozen food manufacturer designing products for well-being. As the leading Asian frozen noodle brand in the U.S., the company was looking to drive efficiency and innovation. A long-time JD Edwards and Microsoft 365 customer, AFNA already had Microsoft Power Platform in its IT landscape and knew that, paired with its JD Edwards data, it could power real automation and intelligence across the business.

A core goal was democratizing the use of AI and automation—giving employees outside of IT the ability to build with Power Platform. But IT leadership knew scaling that safely would require a deliberate roadmap and governance model from the start.

“We wanted to move fast on AI and automation, but we didn’t want to fly blindly. We were setting ourselves up to put governance first and be thoughtful about how we scaled,” said Nathan Diamond, IT Solutions Advisor, Ajinomoto Foods North America.

Bringing in an Accelerator

AFNA’s IT team was highly skilled, but this project called for something more specific: hands-on expertise in Power Platform, plus the bandwidth to move quickly. Rather than build from scratch, AFNA brought in Syntax as an accelerator—a partner with expertise across ERP, AI, and Microsoft technologies, and the experience guiding digital transformation efforts.

“We looked at a few vendors, but Syntax was the best fit. Their JD Edwards background paired with deep Microsoft expertise isn’t something we found anywhere else,” said Diamond. “They also brought the resources of a much larger firm, with an approach that felt much more boutique and personal—one that really aligned with how we operate.”

CUSTOMER PROFILE

Name: [Ajinomoto Foods North America](#)

Industry: [Manufacturing](#) | [Frozen Foods](#)

Headquarters: [Ontario, Calif., U.S.](#)

Solutions: [Syntax Advisory Services](#),
[Syntax DNA³](#), [Microsoft Power Platform](#),
[JD Edwards Integration Services](#)

Benefits

- [Enterprise-wide Microsoft Power Platform and AI governance framework](#)
- [Expert refinement of automation and AI use cases to prioritize real ROI](#)
- [New automations in motion for JD Edwards processes, from vendor setup to purchase orders](#)



Guardrails, Not Roadblocks

With Syntax on board, Diamond and his team focused on three specific concerns as the company opened Power Platform up to the business.

“There were three areas we wanted to address—security, so people aren’t connecting to just anything with our data; cost, to know it’s worth the investment; and keeping IT in the loop as we put these tools in the hands of the business,” said Diamond. “Without governance, even well-intentioned users can create risk, drive up costs, or expose sensitive data.”

Syntax worked closely with Diamond to establish a strong governance program around those concerns, consisting of a framework spanning five core pillars—from environment strategy and data loss prevention to admin controls, monitoring, and how the program would be communicated across the company.



A Strategic Advisory Partnership

With the foundation in place to empower employees and implement AI and automation responsibly, AFNA and Syntax are now in a second phase: an ongoing engagement that combines continued advisory support with hands-on build work. Syntax is helping AFNA develop new automations and migrate existing ones onto the new Power Platform foundation, alongside continued training for AFNA’s team.

The new automations will focus on JD Edwards-driven processes like vendor setup and purchasing, where multiple manual steps can be simplified, and communication can move out of email and into the Microsoft Teams app employees already use every day.

AFNA has also built a growing AI and automation repository of potential use cases across the business. Rather than chasing the long list, Syntax is helping AFNA refine it by sizing the effort, scope, and ROI behind each idea, so the company knows which ones are worth pursuing and, more importantly, which aren’t.

“Coming up with use case ideas isn’t the hard part. It’s refining them into something that’s actually worth building,” said Diamond.

Looking Ahead

AFNA and Syntax expect the relationship to keep expanding as AFNA works through its growing use-case repository and extends Power Platform adoption beyond IT.

“Syntax’s combined expertise in JD Edwards and Microsoft Power Platform has been critical to our success, and it’s exactly the kind of partnership we need as we keep building toward smarter, more connected operations,” said Diamond.



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Nathan Diamond
IT Solutions Advisor, Ajinomoto Foods North America



About Syntax
Syntax is a leading global technology solutions provider driving enterprise transformation in the cloud. We help organizations modernize mission-critical applications through AI-enabled innovation, industry-tailored outcomes, and end-to-end solutions across strategic advisory, implementation, and managed services. Through our Boutique @ Scale approach, we tailor every engagement to our customers’ priorities, blending boutique-level agility and care with the reach and resilience of a global enterprise. Supported by strategic partnerships with Oracle and other technology leaders, we empower customers to scale faster, work smarter, and build for what’s next.

Discover more at syntax.com | hello@syntax.com

