

FOOD & Beverage





Simplifying your Success

Configured TO DELIVER

The Right Ingredients for Success

SYSPRO for Food has been extended over many years through implementations in leading food manufacturing organizations – from producers of gourmet deserts, alcoholic beverages, wines and juices to mass produced candies, pizzas, tortillas, frozen foods and other packaged goods.

While each production process is unique, food manufacturers share common issues relating to the industry. They all face the challenges of modern-day manufacturing and strive to build a sustainable competitive advantage. They all face adherence to governmental regulations.

Some of the industry specific key issues a food manufacturer faces include:

- Ensuring customer satisfaction through faster responses and order tracking
- The ability to track and trace ingredients and shipments
- Formulating comprehensive recall management procedures
- Increasing market share and revenues
- Complying with governmental regulations
- Controlling, minimizing and tracking operating expenses
- Shortening order-to-delivery cycle times
- Reducing costs to convert raw materials to finished goods
- Increasing the understanding of factory-floor operations and dependencies
- Lowering capital expense through reduced work-in-process and inventory levels
- Improving yield and product quality while conforming to specifications
- Increasing the accuracy and effectiveness of plant floor data
- Improving overall asset utilization
- Reducing the costs of compliance with regulatory bodies and product specification
- Improving supply-chain interoperability with technology that facilitates integration with disparate internal and external systems
- Managing and controlling of trade promotions and deductions
- Maintaining the highest levels of product quality
- Managing EDI (Electronic Data Interchange) with larger corporations



Complete CONTROL



SYSPRO

- Facilitates and automates business processes
- Can be easily configured to every aspect of the food industry
- Enables superior functionality and is quick to implement, extremely easy to use and facilitates best business practices
- Supports the latest lean manufacturing techniques and continuous improvement programs
- Is proven to deliver a rapid return on investment -- one that is future-proofed to go on delivering as markets change and businesses grow
- Ensures ability to comply with governmental regulations
- Alleviates operational bottlenecks

For the Food and Beverage Industries

New technologies and the Internet are impacting the way food manufacturers operate and bring their products to market. Connectivity enhancements stimulate the way manufacturers design, market, produce, fulfill and support their products. The market is demanding wider product lines with greater flexibility and at the same time requiring optimized supply chain connectivity and increasing service levels.

As a result, manufacturers are forced to accelerate time-to-market despite being faced with constant changes in tastes, trends and an over-regulated industry. These demands and constraints drive food manufacturers to look to their software systems to facilitate business process re-engineering to help eliminate non-value-added processes, increase productivity and comply with governmental regulations.

SYSPRO for Food focuses on many of the key drivers relative to food production and issues, such as quality control, inspection control, inventory and distribution optimization, material handling and preparation, pre-processing, packaging, design and engineering, bar-coding, RF-based automated storage and retrieval systems, ingredient and product traceability and other technologies that can be integrated into a comprehensive SYSPRO enterprise solution.

SYSPRO for Food incorporates MRP (Material Requirements Planning) and SFS (SYSPRO Factory Scheduling). These functionalities automate the ordering and production processes based on pre-defined rules for specific businesses. The goal is to dramatically reduce delivery time, ensuring effective and sustainable commitments, and to increase the bottom line. What-if scenarios can be analyzed giving production managers the ability to experiment with process changes and resource constraints. With the effective marrying of core ERP with the factory floor, potential problems can be highlighted and effective medium and long term strategies can be developed to prevent problems from occurring.

Some sectors of the food industry are fast paced and experience exponential growth. Scalability is a key factor for mid-market food manufacturers. SYSPRO is optimized for single, multi-site and multi-warehouse operations and delivers visibility in the supply chain.

Over the years, SYSPRO has experienced significant growth in its food manufacturer customer base. Companies are taking advantage of the scalability and extended feature set of the SYSPRO for Food offering.

SYSPRO for Food allows mid-market food manufacturers to constantly analyze their business processes and effectively make improvements. In order to stay competitive, most mid-market food manufacturers require constant re-engineering, which usually occurs during the implementation as well as post implementation phases. SYSPRO delivers an environment where by an enterprise can effectively analyze how to make better business decisions to meet specific focus and process goals and to extend the business. Visibility and real-time data access are facilitated, accountability is enforced and management is empowered with the ability to be pro-active in a fast paced competitive environment.



Proven ROI

Vanns Spices

"SYSPRO ERP software easily enables the custom-shop type manufacturing necessary to fill numerous spice blends and private label order variations," says Vanns President Mick Whitlock. "Our supermarket customers require that we have the ability to do lot tracking. Though we make over 2,000 blends of spices, with SYSPRO Lot Tracking we can tell which spice went into which blends. Prior to our SYSPRO implementation, we had huge inventory variances, but now we're getting the alarms and the information that we need in order to do things in a timely manner. Also, I can now easily show our board ... which products are our most profitable and so on. SYSPRO reports give us an in-depth picture of our company at any point in time. . . Since implementing SYSPRO, we actually have fewer employees, and we have more sales."

Vanns Spices Ltd., manufactures spices, spice blends, heirloom beans, grains and rice, and flavorings. While the family-owned company, based in Baltimore, Maryland, sells products under the Vanns label, the majority of the firm's business is directed at developing and producing private label spice lines for markets, restaurants and Web sites. Vanns, in fact, has blended private spice products for specialty food retailers in major gourmet markets and has also created a variety of mustards, barbecue rubs, and blends for condiments, salad dressings, marinades and sauces for high profile TV chefs and cookbook authors.

Vanns acquires spices from around the globe as well as from importers in the United States. The company then processes and blends the spices at the firm's Baltimore manufacturing facility where strict quality controls are enforced.

Honest Tea

"SYSPRO software has enabled Honest Tea to cut inventory levels in half. With SYSPRO we have real-time information and know how much inventory we have at any one point in time," says Honest Tea CFO Jonathan Clark. He notes that one of Honest Tea's goals is to make fuller use of SYSPRO Materials Requirements Planning (MRP) to enable the company to pare inventory levels down even further.

Honest Tea, headquartered in Bethesda, MD, makes a variety of ready-to-drink bottled organic teas, thirst quenchers and drink pouches sold in tens of thousands of stores across the US. Honest Tea, which is 100% owned by The Coca-Cola Company, now employs 98 individuals and expects to report close to \$50 million in revenues for its latest fiscal year. Because Honest Tea out-sources all manufacturing to co-manufacturers or co-packers, providing both the recipes and raw materials, the company requires precise inventory figures on how much raw materials it has on hand at any point in time and also must be especially accurate in forecasting production levels.



Chocolate Potpourri

"Utilizing SYSPRO ERP Software, Chocolate Potpourri has eliminated data duplication, automated many procedures and achieved numerous efficiencies," Richard Gordon, President.

Chocolate Potpourri boasts 20 employees, manufacturing Veritas and How Sweet It Is private label brands out of facilities in Glenview, IL. About 90% of their business is done through specialty food stores and catalogue houses and the remaining 10% is mail order and through their retail shop and website.

Today, Chocolate Potpourri is gaining the efficiencies of SYSPRO's integrated, real-time database. Data need only be entered once, and is immediately available to all departments. What's more, this same data is available to the company's Worldwide Ship Shipping System where shipment information has been automatically entered and is totally reliable. There has also been a dramatic improvement in customer service thanks to a reduced order-to-delivery cycle.

Chocolate Potpourri uses SYSPRO e.net solutions to automate the execution of orders placed over the company's Web site. This is enabling the company to reduce labor costs and also enhance order accuracy by eliminating human error.

SABMiller

"SYSPRO is the perfect fit for the breweries' requirements. We arranged for top management to visit our Tanzanian operation, and they were deeply impressed with the SYSPRO solution. In India, we loaded a demo version, and I showed the management accountant how to use the basics – General Ledger, journal entries, and so on. The next morning, I discovered that he had spent the night teaching himself the system through the online help facility, and no longer needed my assistance."

SABMiller PLC is the world's second largest brewing company with a presence in over 40 countries across four continents. The company has a portfolio of over a hundred strong brands, including Pilsner Urquell, Foster's Lager™, Henry Weinhard's and of course, Miller brands. SAB Miller PLC has leading market share in many of the countries in which it has brewing operations.

Outside the USA, SABMiller PLC is one of the largest bottlers of Coca-Cola products in the world. SABMiller Africa & Asia has been pursuing a strategy of standardizing on SYSPRO software for a number of years. SABMiller currently runs SYSPRO in a number of African countries and India allowing them to better leverage opportunities in those countries.



Configured TO DELIVER

SYSPRO for Food is a Fully Integrated ERP Solution

Enterprise Resource Planning

SYSPRO for Food is a fully integrated business solution that delivers complete control over the planning and management of all facets of an operation, including accounting, manufacturing and distribution. With access to easy-to-view, real-time information a business can leverage SYSPRO software to respond rapidly to changing circumstances and react quickly to customer demands. Additionally, with SYSPRO enabled streamlined processes and workflow automation, businesses can reduce operating costs, enhance product quality and outpace the competition.

Because SYSPRO ERP can extend an enterprise with sophisticated Customer Relationship Management (CRM), SYSPRO Factory Scheduling and e-commerce functionality, companies can easily extend controls to their supply chains.

The modular nature of the SYSPRO ERP solution enables companies to select only those functionalities needed to facilitate operational controls and efficiencies. SYSPRO software is continually enhanced, available in multiple languages and supports major currencies. With a stable foundation of leading-edge technology, SYSPRO for Food enables businesses to reap the gains of highly efficient operations.

SYSPRO Software Facilitates Compliance With New Food Safety Bill

The functionality within SYSPRO ERP is fully supportive of the key provisions of the recently enacted US Food Safety Bill.

The Bill gives the FDA (Food and Drug Administration), among other regulatory responsibilities, the authority to order recalls if a company fails to act on its own, increase the frequency of inspections of high-risk food processing facilities and force companies to recall tainted food.

SYSPRO ERP software offers extensive traceability capabilities as well as other functionalities that facilitate the ability of manufacturers to trace products from origin, through the manufacturing process, to their ultimate destination, fully maintaining assurance certification and tracking expiration dates.

SYSPRO optionally allows specific traceable components to be reserved for specific work-orders, as well as providing the flexibility of specifying the parent traceable numbers at the beginning, during or the end of the manufacturing process.

SYSPRO lot traceability and serial tracking functionality afford extensive visibility up or down the chain, as well as providing specific component to parent tracking, thereby providing the means to expedite recalls, should the need arise.

According to SYSPRO USA President Joey Benadretti, "The implementation of economically priced SYSPRO software not only enables smaller food manufacturers to abide by the bill's provisions, but it also provides the means to boost profits through the adoption of more efficient practices from accounting to purchasing to manufacturing and throughout supply chains."

Comprehensive Recipe Management through Bill of Materials

SYSPRO defines the bill of material, routing and capacity in a single item. As a result, these elements are woven together in the context of a recipe or formula. All the resources, materials and operations that go into producing a product based on a recipe are defined together. The recipe brings together process, materials, labor, equipment and miscellaneous items, such as utilities and water, into one common entity and process specification. In SYSPRO for Food these entities exist as tightly coupled stages, not separate, vertical silos of information.

Code-Date Tracking for Expiration, Retest, Distribution

SYSPRO allows all measurements of the components/ingredients used in the recipe to be specified as quantities or as percentages used in conjunction with specific gravity, thus providing the flexibility required to match the current business process. SYSPRO for Food not only has the ability to track codes but also the ability to manage inventory based on code-dated products for effective replenishment planning. The system can calculate an expiration date for a product based on the batch-creation date and the typical shelf life for the product. A manufacturer may have thousands of units in stock today, but if the expiration of the product is tomorrow, inventory could go from a thousand units to zero overnight, causing stock-outs. SYSPRO for Food is a well-engineered ERP system for food manufacturers, providing the ability to plan based on code-dates.



Leading Edge TECHNOLOGY

Traceability Across the Extended Supply Chain

Traceability in the food industry is a supply chain issue, not just a manufacturing issue surrounding a particular plant and is vital in managing quick and effective recalls. SYSPRO has full backward and forward lot traceability across the extended supply chain, from supplier to ultimate customer. This traceability or product genealogy, documents all the changes a product goes through from the time raw material is received, while the product is manufactured and stored, until it is delivered to the customer site.

SYSPRO Lot Traceability monitors the product life-cycle from raw materials to final product. Because SYSPRO is an integrated enterprise solution, the lot traceability is tightly integrated to all supply chain aspects, not to only one manufacturing plant.

Complex Inventory Management

SYSPRO for Food incorporates multiple units of measure and catch weights. Using the system, companies can simultaneously sell product by unit count and actual weight, commonly referred to as catch

weight. This measurement flexibility enables more accurate pricing of products.

Many ERP systems will force a manufacturer to use a conversion average of units-to-weight to calculate value. This can cause customer service problems from overcharging or result in lost revenue from undercharging.

SYSPRO for Food can accommodate different units of measure which is also important for packaged products, since food producers will usually purchase, sell and produce product in different units of measure.

Lower Cost Manufacturing

SYSPRO for Food enables a food manufacturer to keep finished goods in inventory at an absolute minimum through demand and inventory planning. Manufacturers are better equipped to predict what they are able to sell, when they are going to sell it, then plan manufacturing accordingly to avoid accumulating and storing unnecessary, often perishable inventory.



SYSPRO provides functionality for the manufacturer to determine where to make products, on which resource, and to plan and sequence products correctly to pull variable cost out of the process and facilitate compliance to regulations. SYSPRO for food facilitates production scheduling, batch control, recipe management, bar code integration and forecasting. Changeovers and clean-outs of their production equipment can also be planned and scheduled through SYSPRO for Food resulting in higher productivity and reduced costs.

SYSPRO enables efficiencies by maximizing throughput and resource utilization by leveling off production peaks and troughs. Improved decision-making is based on what's scheduled and what's running. Capacity, resources, labor, work orders, overloads, skills, potential problems, set-up, tear down and pegging are all considered.

Customer Service and CRM

Food manufacturers are measured on accurate on-time delivery of quality product. This is increasingly more difficult as customers shrink order cycles and place greater burdens on suppliers to respond more rapidly to requests. Grocery resellers and wholesalers are increasingly requiring shorter lead times, more on-demand information as well as flexibility in how they do business, such as split delivery windows and pallet configurations.

In order to minimize costs, inventory can only be on-hand for a very short time. If a supplier is not able to comply with customer demands, their customers will find other suppliers. SYSPRO supports customer service by providing tools to fill orders more rapidly and effectively. Orders can be taken efficiently and correctly and expedited in a timely and efficient manner. During the order fulfillment process, SYSPRO makes it possible to provide real-time information on order status, product specification, inventory availability, production schedule, job number, shipping status and credit balances in response to a customer query.

SYSPRO CRM's key quality is in helping to win and retain customers. The CRM for SYSPRO solution facilitates the tracking and managing of all customer and supplier touch points: customer correspondence, status, vendor relationships, marketing campaigns, service issues, product returns, warranty and repair histories, quote and sales order information are all monitored and recorded, providing a 360 degree view of internal and external business relationships.

Using the SYSPRO solutions, manufacturers can track information and flexibly adapt processes to meet changing customer needs.



Finite Capacity Scheduling

SYSPRO for Food incorporates a powerful finite capacity scheduling capability. Midsize food manufacturers typically run lean operations. They have to manage limited resources to maximize customer service. They need to produce product when it is needed to satisfy customer demand. SYSPRO's finite capacity scheduling systems allow manufacturers to use flexible, short-horizon scheduling for cost-effective manufacturing. Many schedules today are only valid for a few hours once they hit the plant floor. SYSPRO delivers flexibility to dynamically and cost-effectively reschedule operations to accommodate scheduling constraints.

Trade Promotion Management

The SYSPRO Trade Promotion Management System (TPM) automates supplier initiated trade promotions (including Trade Promotion Management) Deduction Management, Complex Pricing, Multi-tier Credit Checking and comprehensive Reporting. This module is focused on food manufacturers and distributors that sell products through retail chains.

SYSPRO TPM enables suppliers to execute successful promotions while maintaining tight monetary controls. It automates, manages and controls all forms of vendor allowances, including the handling of documentation and the approval of deals. By automating the research, validation and settlement of deductions as well as charge backs and claims, suppliers have the opportunity to realize substantial savings and improve cash flow by limiting unearned deductions.

SYSPRO TPM is a highly cost-effective, functionally-rich module that provides significant capabilities with a substantial ROI for SYSPRO customers. TPM is a fully integrated component of the SYSPRO enterprise solution.

E-commerce and SYSPRO e.net solutions™

In today's challenging business environment, the integration of systems and processes is at the heart of effective business-to-business trading. Software tools like ERP and CRM can help improve customer and supplier relationships, but not if they are used in isolation. For example, a customer placing an order over the Internet expects a fast response. This is difficult to deliver without full integration. The Internet is easily the most powerful business tool of the new millennium. It has altered business methodologies and dramatically impacted the way organizations relate to their customers. From the ordering process to customer support and customer service, the Internet offers limitless opportunities to those companies with access to Web-enabling technologies. SYSPRO for Food ushers in a new era of Web services. SYSPRO leverages the Microsoft® .NET component architecture to deliver SYSPRO e.net solutions™, an open component-based software framework.

SYSPRO e.net solutions provides a highly cost-effective way to trade across the Internet by integrating best-of-breed applications, maximizing business-to-business trading and leveraging wireless connectivity. SYSPRO e.net solutions not only allows users to interact with the SYSPRO system over the Internet, but also remotely from an iPad or cell phone, facilitating the entry of purchase orders or to the checking of inventories. SYSPRO e.net solutions also allows customers to access online catalogs or manually search and order items and then track the progress from order to delivery in real-time. All this can be accomplished via a standard Web browser from a customer's own desktop. Customers and consumers can even be allowed to preview products via an Internet browser and access individual price lists, product codes and product dietary information.

Document Flow Manager & Electronic Document Interchange

In business, sharing data with trading partners is essential. SYSPRO Document Flow Manager provides a powerful way of automating business processes and forms a key part of facilitating collaborative commerce.

The SYSPRO Electronic Document Interchange (EDI) module is geared towards manufacturers and distributors that must accommodate complex transactions in standardized formats among a limited community of suppliers. EDI is an invaluable tool that enables the rapid, electronic transmittal of documents between trading partners, thereby speeding the entire order/shipping cycle. EDI also increases accuracy by eliminating unnecessary manual entry.

Lower Cost of Ownership

Food companies operate in competitive marketplaces with significant financial and human resource constraints. Companies need solutions that fit their business and which enable their people to get up and running very quickly. SYSPRO for Food contains the essential functionality for food manufacturing. To ensure lower cost of ownership SYSPRO for Food is a fully integrated enterprise application, without the need to integrate disparate applications. The industry-specific fit ensures a lower cost of ownership by speeding up the implementation cycle and providing a rapid time-to-benefit.

SYSPRO is a world leader in providing manufacturing, distribution and financial accounting software solutions with thousands of installations in more than 60 countries. SYSPRO meets the comprehensive information technology needs of emerging companies with a totally integrated solution that encompasses: ERP, Factory Scheduling, CRM, Business Analytics and E-Commerce. SYSPRO software enables companies to maximize the planning and management of business processes to better position themselves, ensure customer fulfillment, and ultimately, improve bottom-line results.

SYSPRO

SERVICE

At SYSPRO “Service” Is A “Verb”

While companies often quote statistics on the number of support calls which have been successfully resolved, the one statistic that matters to SYSPRO is customer retention rates. At 98% SYSPRO ERP customer retention rate is the highest in the industry and is reflective of the success of the company’s two-pronged approach to service, splitting customer relations and technical support into two separate entities.

SYSPRO Technical Support, in fact, is also multi-faceted with technical support available from SYSPRO, SYS-PRO resellers and SYSPRO service providers.

The charter of SYSPRO’s Customer Relations department is to build and maintain customer relationships. Towards this end, the department calls each SYSPRO customer on a quarterly basis and conducts periodic surveys to determine the degree of SYSPRO customer satisfaction.

SYSPRO Customer Relations is not just relegated to one department but is the responsibility of every SYSPRO employee.

Notes SYSPRO USA President Joey Benadretti, “SYSPRO has repeatedly set itself apart in the ERP landscape by putting the needs of our customers first, and that is what has led to one of the highest customer retention rates in the industry. Our success is based on the success of our customers. We focus on the continuous improvement of their businesses, helping them migrate to higher levels via the innovative use of technology. Our high customer retention success is not underpinned by new customers going ‘live’ with SYSPRO. It is based on the continual building of relationships with existing and new customers, providing customers with solutions that help them achieve greater insight into and tighter controls of their operations, such as adherence to FDA and other regulatory compliance.”



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