

SYSPRO Sets Up Ken's Foods for Future Growth

CASE STUDY

At a Glance

ORGANIZATION



REGION

Americas

KEY CHALLENGE

Implement a solution that would scale in line with company growth

KEY BENEFIT

Integrated solution facilitates measurable changes and improvements

INDUSTRY

Food and Beverage

END USER MARKET

Retail & Food Service

SOLUTION

SYSPRO 8

Customer Profile

A family-owned business, Ken's Foods was established in 1958 out of a restaurant called Ken's Steak House in Framingham, Massachusetts. The restaurant became known for its delicious salad dressings, and today Ken's Foods manufactures over 300 products across its retail and food service industry product lines.

The Business Challenge

The Ken's Foods leadership team realized that the company required a system with the capability to scale in line with its ongoing growth.

The Solution

The team looked at a number of systems before selecting the fully-integrated SYSPRO Enterprise Resource Planning (ERP) solution. "When we looked at the features, functionality, modules and capability that were brought to the table, as well as the interface our staff would be using, we felt that SYSPRO was the better fit," says Art Sebastiano, Chief Information Officer of Ken's Foods. "Quite simply, it was the purest food manufacturing product on the market."

The Outcome

With the integrated SYSPRO solution, Ken's Foods is able to slice and dice information, and this leads to recommendations for operational as well as strategic enhancements. With the previous system, this was difficult to achieve.

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As it is an integrated solution, SYSPRO allowed us to shift from just doing daily tasks to performing meaningful analytics so that we can measure our changes and see the results.

– Art Sebastiano, Chief Information Officer, Ken's Foods.

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Meeting the Need for Growth

Ken's Foods' legacy applications were not integrated; rather, the company had evolved into a situation of having multiple silo systems that were loosely tied together. There was a distinct need for a company and a solution that could handle its current volumes as well the future volumes anticipated with continued growth.

"As it is an integrated solution, SYSPRO allowed us to shift from just doing daily tasks to performing meaningful analytics so that we can measure our changes and see the results," Sebastiano says. "We can now do analysis around where and how information is being consumed, what the associated costs are, what improvements can be made, how to measure our changes – and then see the results."

Looking to the Future

Sebastiano says SYSPRO offers Ken's Foods a standard set of features that enable new employees to quickly make a positive contribution to the company.

" We can now do analysis around where and how information is being consumed, what the associated costs are, what improvements can be made, how to measure our changes – and then see the results."

– **Art Sebastiano**, Chief Information Officer, Ken's Foods.



About SYSPRO

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[Click here](#) to learn more about SYSPRO's solutions for Food and Beverage industries or contact us on info@us.syspro.com

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SYSPRO™
Say Yes to Next

"The efficiencies and insights resulting from the utilization of SYSPRO are enabling us to expand our marketing efforts from a West Coast concentration to the entire USA."

Susan Karl - President and CEO, Annabelle Candy

Annabelle Candy Finds Sweet Success with SYSPRO

At a Glance

KEY CHALLENGE

- No manufacturing specific software solution. Was using excel spreadsheets
- Needed an ERP system to integrate multiple aspects of their business under one software program
- Lacked flexibility
- Limited visibility of inventory
- Needed detailed accounting software
- Multiple warehouse locations

KEY BENEFIT

- Total visibility into inventory
- Accurate job tracking and costing
- Increased overall efficiency
- Improved customer service
- Now working under one streamlined, integrated software solution

ORGANIZATION

Annabelle Candy Company

INDUSTRY

- Food and Beverage
- Manufacturing

The Company

Annabelle Candy Company exemplifies the great American success story. The company began operations some 62 years ago when a Russian immigrant began making candy bars in his San Francisco kitchen and selling them outside local movie theatres.

Demand for the tasty bars grew, compelling the immigrant to move operations to a factory. Today, the company, named for the immigrant's daughter, Annabelle, operates a pristine factory in the San Francisco East Bay City of Hayward, California. It produces such renowned brand bars as Rocky Road, Abba Zaba and Big HunK and is set to expand its distribution activities from the West Coast to all of the US.

The Challenge

Sixteen years ago, in order to facilitate growth and comply with FDA rules, the company realized the need to computerize and automate inventory tracking as well as accounting operations, which were being performed manually. After an extensive search, the company selected SYSPRO Enterprise Resource Planning software.

The Solution

SYSPRO's Cash Book enables Annabelle to optimize cash management with system-wide bank reconciliation information on cash inflows and outflows. By providing complete enterprise-wide financial recording, analysis and reporting from all aspects of the business, the General Ledger module gives Annabelle a real-time view of corporate performance.

Annabelle controls inventories and optimizes stock levels via the Purchase Orders module, which also lets the company monitor quality, lead times and costs of purchases in addition to providing comprehensive supplier performance analysis.

With sales activity data from the Sales Analysis module, Annabelle gains a total picture of sales performance as well as sales profitability and sales forecasting.



SYSPRO Sales Orders enables Annabelle to enhance customer service through fast, efficient order processing and accurate, timely order fulfillment, while maximizing sales through instant access to information about stock availability, prices and possible substitutions. The Bill of Materials module also facilitates an accurate expected cost against which to track actual production costs. The complete bill forms the basis for material and capacity planning, shop floor control and costing.

Finally, SYSPRO Electronic Data Interchange enables Annabelle to speed the turnaround of orders, while SYSPRO B2B Trading enables Annabelle to gather and consolidate data from the various Annabelle warehouses.

The Result

President and CEO Susan Karl and Vice President of Finance Shelly Craft have attributed much of the company's rapid growth to their SYSPRO ERP implementation. In fact, the company's rapid growth in the western United States is now encouraging the company to expand nationally.

Karl and Craft are proud of their choice of SYSPRO and can relate the operational improvements the company has realized since the software's implementation.

According to Craft, "The results [using SYSPRO software] have far exceeded our expectations". Karl also states that the efficiencies and insights resulting from the utilization of SYSPRO are enabling the company to expand marketing efforts from a West Coast concentration to the entire USA.

"Throughout every different need, we have a reason to look to and use SYSPRO and it always has our answers."

Shelley Craft - VP of Finance, Annabelle Candy Company





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Combined with a practical approach to technology and a passionate commitment to simplifying business processes, SYSPRO dedicates itself to the success of its partners and customers alike.

SYSPRO's intuitive product features, business intelligence capabilities, and easy deployment methodology are unmatched in the marketplace. The depth of software functionality and targeted industry knowledge makes SYSPRO an excellent fit for a number of select manufacturing and distribution industries, including food and beverage, machinery and equipment, electronics, fabricated metals, automotive, and many more.

Learn more about SYSPRO's distribution solutions for the Food and Beverage Manufacturing industry. [Click here](#) or contact us on info@us.syspro.com

Nardone Bros. maximizes productivity with integrated SYSPRO/Nomad solution

At a Glance

ORGANIZATION



REGION

United States of America

KEY CHALLENGE

Provide consistently accurate data to internal and external customers

KEY BENEFIT

Ability to meet customer demand while harnessing productivity improvements

INDUSTRY

Food and Beverage

END USER MARKET

Education and Retail

SOLUTION

SYSPRO 7 and Nomad eCommerce

Customer Profile

Since 1942, Nardone Bros. Baking Company has been committed to making the finest pizza and bringing the most nutritious, high-quality products to schools and retailers across the United States. The company remains family-owned and operated.

The Business Challenge

Nardone Bros. needed to replace an outdated DOS-based system with a fully integrated ERP solution capable of meeting its specialized requirements, including high-level, robust reporting.

The Solution

Nardone Bros. selected SYSPRO and Nomad eCommerce, an SYSPRO-integrated eCommerce solution from Sniperdyne, an authorized SYSPRO companion solution provider. This all-in-one website and eCommerce shopping cart platform enables seamless sharing of data between SYSPRO and the Nomad eCommerce shopping cart platform.

The Outcome

Nardone Bros. selected the SYSPRO solution based on a demonstration that showed how easily and comprehensively the integrated system could be customized to meet its highly specialized requirements.

John Surdy, Controller of Nardone Bros., says: "I loved the SYSPRO solution from the start. It's exactly what we were looking for. The system is so flexible, feature-rich, and robust, we were able to create a system that exactly fits our needs. There was no need to look elsewhere."

Nardone Bros. currently has 25 users on the integrated SYSPRO 7/Nomad eCommerce solution.

In the past year, despite the pandemic, I've put almost 200,000 transactions into SYSPRO. It simply wouldn't have been humanly possible before."

-John Surdy – Controller, Nardone Bros. Baking Company

Meeting customer demand - digitally

In addition to an extensive retail customer base, Nardone Bros. dedicates a large part of its business to the National School Lunch program through which the company is responsible for feeding many of the school districts across the United States.

To comply with new reporting laws and regulations, the school districts were demanding more robust, accurate, and timely reporting. "At the time, we had an outdated system which lacked the capability for any type of high-level reporting," Surdy says. "We needed to produce clean numbers and consistently provide accurate data to our customers, internally and externally."

Surdy singlehandedly developed an Excel report which showed each school's current status at any given point during the year as well as a projection for the months ahead. Ninety percent of schools in the US use the K12 and ProcessorLink web-based commodity programs which didn't provide the required information. In response, Nardone Bros. partnered with Sniperdyne to develop a web solution.

"When we decided to integrate the website eCommerce tool into our operation, the decision was heavily influenced by the fact that Sniperdyne is a trusted SYSPRO partner. It was easy to develop an excellent relationship and the communication between all three parties has played a major role in our success," Surdy says. "Once you have that type of relationship, it's effortless and cost-effective to maintain the momentum."

Reaping the rewards

According to Surdy, one of the most important benefits of using SYSPRO is the ability to download reports directly into Excel. "Now, I can take the reports, drop them into Excel, make some calculations, and complete the task in five minutes instead of several hours. The new system enables us to create a host of new reports which we couldn't do before. It's made my life a lot easier," he says.

The website has also helped Nardone Bros. grow its business thanks to the positive response from its customers, which have found it extremely easy to use and navigate through.

"If we had to do this manually and get statements out to every one of our customers using Excel, we would probably need about 20 people. With the old system, you had to run the reports and then manually type them into the spreadsheets that I developed – and we were sending out about 1000 a month," Surdy says.

"In the past year, despite the pandemic, I've put almost 200,000 transactions into SYSPRO. It simply wouldn't have been humanly possible before. Now I just take a file, load it and run a statement, send it to the customer and it's done."

Commenting on the after-sales service and support Nardone Bros. has received, Surdy says: "It's been very good – I couldn't have asked to work with a better group of people. They're available whenever I need them, and they're always willing to jump in and resolve things really quickly."

Coping with Covid-19

As has been the case with most organizations around the world, Nardone Bros. has had to weather the storm created by the Covid-19 pandemic. School closures, naturally, had a major impact.

"It looks as if we've been through the worst of it and are starting to see the light," Surdy says. SYSPRO has made a tangible difference in our ability to be flexible and pivot our business model as best we can."

The road ahead

In addition to using SYSPRO for all its finance, accounting, and commodity operations, Nardone Bros. is implementing a full-blown production solution. As a result, the SYSPRO solution will ultimately be used for every facet of the company.

The warehousing implementation is currently underway and will see every element running on SYSPRO, from the receipt of raw material to inventory calculations and producing a pizza. Nardone Bros. is also considering implementing Customer Relationship Management (CRM) in a future phase.

Ultimately, Nardone's customers will be able to push a couple of buttons and get all of the reports they need from the new web solution. "Soon, all of our sales brokers will be able to go on our online system and pull down any report themselves. We will have a full self-service offering, which will save a lot of time," Surdy says.

"The SYSPRO service team is exceptional. They are incredibly smart and put everything aside to prioritize the customers' needs. In the service world today, that counts big time."



About Nomad eCommerce

Located in O'Fallon, IL, a suburb of St. Louis, Nomad eCommerce has been in business for over 20 years, developing web and eCommerce solutions. We provide a universal catalog & content management system enabling fully integrated B2B & B2C transactions with SYSPRO.

Nomad has created award-winning, customer-centric solutions that have helped companies successfully integrate data from their ERP to their web store-front in real-time, increasing customer satisfaction.

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NOMAD
eCommerce
Catalog. Cart. Customer. Connected.

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SYSPRO Helps Ruprecht Significantly Improve Operating Expenditure

At a Glance

KEY CHALLENGE

Ruprecht needed to implement a fully integrated ERP solution to support its rapid expansion and growth.

KEY BENEFIT

The ability to make better informed buying decisions; and substantially improved operating expenditure.

ORGANIZATION

Ruprecht

INDUSTRY

Food and Beverage

END USER MARKET

Food service domestic and international customers



Customer Profile

Established in 1860, Ruprecht is a value-added food solutions company focused on ready-to-eat and ready-to-cook protein products that serve domestic and international customers in the foodservice and retail sectors.

The Business Challenge

Ruprecht's investment in product innovation has led to rapid growth over the past 10 years. To capitalize on this growth, it needed to include a fully integrated business solution.

The Solution

Through its SYSPRO 8 implementation, Ruprecht has benefited from enhanced ease of use, higher productivity, ease of integration and digital transformation.

The Outcome

SYSPRO has provided Ruprecht with several key ROI metrics, including product costing and a defined production schedule which makes it possible to understand the number of hours it takes to make product in a given manufacturing cell.

“We expect the cost benefits generated by the scheduling and labor modelling components alone to realize improved operating expenditure of around \$1.5 million to \$2 million each year.

- Frank Patton – Chief Financial Officer, Ruprecht

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Integrating Business Solutions to Support Growth

As one of the oldest food manufacturing companies in the Chicago area, Ruprecht's customers include wellknown independent restaurants, local and national chains, national and international distributors, retail supermarkets and wholesale clubs.

One of the challenges it was facing was that two different platforms were being used to run the business: QuickBooks and an in-house, custom-developed ERP package.

Frank Patton, Chief Financial Officer of Ruprecht, says the systems were not integrated, leading to time-consuming efforts to align the two. "Neither of the platforms was scalable or well-suited to our need to grow our business," he says. "As a private equity-based company, we needed a system that could support our growth curve."

The homegrown ERP package also lacked some of the capabilities critical for success, such as production scheduling, full inventory visibility, manufacturing standard costing and 'what if' scenarios. Ruprecht evaluated five different platforms: SYSPRO, Infor, Dynamic AX, Just Food and Sage. After an exhaustive due diligence process, SYSPRO was selected based on its ability to assist Ruprecht with its change management efforts.

"Also, SYSPRO really understands our business and is industry-built," Patton says.

Tackling Market Disruptions Effectively

SYSPRO has made it easier for Ruprecht to tackle market disruptions effectively. The company's stable source of supply and ability to maintain healthy inventory levels helps it weather disruptions in both product availability and price. This in turn enables Ruprecht to assist its customers through these challenges.

"This is where the Artificial Intelligence (AI) solution is so important," Patton says. "It's taught us to focus on developing a predictive model to guide us on the decision-making process so that we can set ourselves up for success in the future."

"The more we learn about what's being done with Avanti and SYSPRO 8, the more excited we get. We've got to find ways to show value and make our supply chain even more efficient, and AI is the key to achieving that goal so that we can be more agile, not less."

Optimizing the Power of Predictive Analytics

As part of its digital transformation journey, Ruprecht has set up a data warehouse structure which allows it to pull data to the warehouse from SYSPRO.

"Along with SYSPRO, we've built a data lake that has become our front-end platform. It allows us to be product agnostic because I can pull pieces of data together to speed up our decision making or allow us to do a better job of understanding the relationship between non-related data elements," Patton says. "It means we can do things we were only able to dream of until now."

Because SYSPRO is built on an open architecture, it gives Ruprecht unlimited flexibility to pull data into the solution and use it strategically. "I'm comfortable that SYSPRO's architecture will allow us to make decisions on the fly. When we built the connection to the new data lake, we literally pulled every single field and capability out of SYSPRO," Patton says.

"Our goal is to be a value partner, a solutions-based food company that provides high value product. We will achieve it by making the most of our SYSPRO solution."

our culture," he says. "Knowing that we have partners who can do that for us is critical as we look to make the most of whatever opportunities the future may bring."





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SYSPRO Helps Vanns Spices Enhance Efficiency and Tighten Controls

CASE STUDY

At a Glance

KEY CHALLENGE

- Outdated software
- Requirement for lot tracking functionality
- Inventory tracking
- Need to integrate manufacturing and customer service software

KEY BENEFIT

- Accurate lot tracking and costing
- Custom-shop type manufacturing
- Stringent inventory controls
- Fully integrated solution
- Superior reporting capability
- Greater competitive edge
- Enhanced procurement capability
- Improved manufacturing

ORGANIZATION

Vanns Spices



INDUSTRY

Food and Beverage

Customer Profile

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.

In fact, Vanns has blended private spice products for specialty food retailers in major gourmet markets such as Washington, D.C., New York and San Francisco. The company 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, including Martha Stewart, Graham Kerr, Julie Sahni, Steven Raichlen and Michael Chiarello.

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. According to Vanns President Mick Whitlock, not only is the company very selective about the products it buys, it also uses natural forms of sterilization such as steam and heat. "We do not employ any chemical sterilizing or irradiation which can affect the flavors of the spices," he says.

The Challenge

The company produces all private label spice blends to order. "Though we have several large customers for which we maintain inventories, it would be extremely difficult for us to stock items, particularly with the various packaging requirements of 80 private label customers," says Whitlock. "Our customers tell us how many of each spice or blend they want, and we then produce the desired labels and fill the packaging to order."

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Prior to our SYSPRO implementation, we had huge inventory variances, but now our inventory has been optimized to efficient levels. SYSPRO has also been instrumental in our ability to compete.

- **Mick Whitlock**, President, Vanns Spices

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Vanns installed SYSPRO Enterprise Resource Planning (ERP) software in May, 2009. The company had been using dated and inflexible WINMAN software. "A requirement of our supermarket customers is 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. In fact, we can trace the origin of every grain of spice and into which blend it went - even into which bottle and onto which customer's shelf."

The Solution

SYSPRO easily enables the custom-shop type manufacturing necessary to fill the numerous spice blends and private label order variations. "In addition to various spices and spice blends, some customers want glass bottles with red caps, some want glass bottles with green caps and there are others that want plastic bottles with green caps. However, using the SYSPRO inventory future free report and trial-kitting functionalities, we can easily determine if we have the inventory on hand sufficient to full the orders and, if not, what we must order," Whitlock says.

SYSPRO is also responsible for the stringent inventory controls now in place at Vanns. "Prior to our SYSPRO implementation, we had huge inventory variances, but now our inventory has been optimized to efficient levels. I wouldn't say that we've reduced our inventory, but we have better control of it. We're not out of product. In the past we were often short of product. Now, we're getting the alarms and the information that we need in order to do things in a timely manner. Our previous software didn't allow us to do that, and it was very cumbersome even to get an inventory report. We sort of did it by a 'touch and feel' before... now, we're doing it in black and white."

Whitlock discusses the other reasons why SYSPRO was Vanns' choice. While the easy path would have been to upgrade the firm's incumbent software, the realization was that it would still fail to fulfill all the company's software requirements.

"Plus, we wanted to tie our manufacturing software into customer service software, so the SYSPRO Customer Relationship Management software was as attractive as the other SYSPRO features, such as lot tracking. SYSPRO seemed a perfect fit all the way around from Accounting to Manufacturing to Traceability features."

The Result

The company's choice of SYSPRO has been validated many times over, says Whitlock. "The software's reporting functionality, linked into Crystal reports, is phenomenal," he says. "I can now show our board what products we sell the most of, which products are our most profitable and so on. The reports give us an in-depth picture of our company at any point in time."

Whitlock notes that SYSPRO has also been instrumental in Vanns' ability to compete. "We now know the exact costs of our products. In the past, we could only do estimates. We're able to efficiently analyze the cost of our materials - which fluctuates so much in this business. Commodities may be \$4 a pound one month and \$8 a pound the next month.

"SYSPRO has also enabled efficiencies in our purchasing. We're able to determine rising product prices, so we'll buy more of that particular item, i.e., buy three months' worth of the product rather than two months' worth. The software enables us to determine how much we'll save by buying greater quantities and how much inventory we'll need to have, which also ties right in with our cash flow picture telling us whether we have the cash flow to do that sort of thing. The software does that instantaneously. Again, we have a real-time picture of what's going on in the company."

Are there yet other ways that SYSPRO has added to the efficiencies of Vanns' operations? "We do have more efficient manufacturing now, and while a great deal is due to SYSPRO, we've also added quite a bit of new machinery," says Whitlock. "However, since implementing SYSPRO, we actually have fewer employees and we have more sales, so that in itself is indicative of the wisdom of our selection of SYSPRO."



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