



Frozen Food Manufacturer Gained Control of Financials, Inventory, and Customer Satisfaction

The systems and processes put in place by BTerrell Group give this manufacturer faster inventory turns to free up cash, process automation to decrease personnel expenses, and better fill rates to improve customer satisfaction.

Summary

A long-time Sage ERP Accpac user and frozen food manufacturer needed additional technology to help manage their core business. They had outgrown their existing "vendor" relationship, and they needed a real technology partner to continue to improve their business. Sage recommended BTerrell Group, LLP who became a trusted advisor to them. Now the manufacturer benefits from faster inventory turns to free up cash, process automation to decrease personnel expenses, and better fill rates to improve customer satisfaction.

Results Achieved:

- Accurate fill rates to fill customer demands
- Significantly reduced raw material inventory
- Saved \$50,000 a year in employee-related costs
- Faster inventory turns
- Improved cash flow
- Instant access to information

Products:

- Sage ERP Accpac
- MISys Manufacturing
- ACCU-DART

The Story

"Thirteen years ago, I selected Sage ERP Accpac as our financial package, and it has served us well," said the CFO for the past 16 years of the frozen food manufacturer. "As we have grown, we realized the key was to find a way to manage the heart of our business. As a manufacturer, this means managing raw materials, inventory, and costing.

We also needed to find a partner

who had the expertise to help us integrate our varying systems so we could achieve optimal operating efficiency."

"Sage referred us to BTerrell Group in 2006 to help us implement and integrate several new systems," said the CFO. "Their devotion to Sage ERP Accpac gave us tremendous confidence in their ability to help us. They helped us implement

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MISys manufacturing software and ACCU-DART bar code system,” said the CFO. “Additionally, they did some customizations to further tailor the system exactly to our requirements to help improve efficiencies.” One customization that was of tremendous impact improved the accuracy of order fulfillment. An order is first created in Sage ERP Accpac either via EDI or keyed in manually, and then the bill of lading to fill that order is available on a scanner in the warehouse. The order is then filled using the scanner to ensure order accuracy. When the order fulfillment is complete, a printed bill of lading is included. “This additional set of controls ensures that we no longer over or under ship an order or ship the wrong item. Now our accurate order fill rate is nearly 100%, and we are able to meet the demands of our customers which sometimes include short lead times. We ship 1,200 pallets of product each week, so accurate fill rates and meeting customer demands are critical.”

Additionally, MISys takes the orders and creates a material requirements schedule that takes into account raw material lead time, on-hand materials, and order due date. “This ensures we order exactly what we need and that we have our materials in time to fulfill the customer’s order,” said the CFO. “Now that we can closely manage our raw materials, we have reduced our raw material inventory significantly. We turn this inventory every three weeks where we used to turn inventory six times a year. This translates into a savings of over \$400,000, which is a tremendous improvement in cash flow. This allows us to invest in other areas of our business.”

“Since we capture all of this information now in real time, we can see how many pallets have been produced at the end of each shift just by pulling up the order,” said the CFO. “We know where we stand on production and shipping, and we have access to immediate feedback if we are running into any production issues. Instant access to information and the confidence that goes along with it have allowed for proactive customer communications; and informed customers are happy customers.” The frozen food manufacturer actively monitors their performance reports and ratings from their customers, and they are pleased to learn that they now exceed the order accuracy requirements. “This helps us deepen our relationships with customers and attract new customers. Additionally, we have been able to move people who were handling the manual tracking of some of these processes into different roles, which has saved us an additional \$50,000 a year in employee-related costs.”

“BTerrell Group has been with us every step of the way,” said the CFO. “We appreciate their consistent communication and professional expertise. As our customer demands change, we know we have a solid foundation on which to build that will help us continue to grow and run our business as effectively as possible. Our business has grown 25-30% a year for the last three years,” said the CFO. “By automating our manufacturing and distribution processes, we have been able to handle this volume of growth without adding more staff. This was all made possible when we partnered with BTerrell Group, LLP to implement our MRP system.”



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