



SYSPRO™

Extending the Enterprise

25th
Anniversary

Food Vertical



Enterprise Software Solutions
for Manufacturers & Distributors



SYSPRO™

Extending the Enterprise



The Right Ingredient for Success

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.

SYSPRO for Food has been developed specifically for the food industry and continually enhanced over many years through implementations in leading food manufacturing organizations – from producers of specialty items, such as gourmet, organic & natural products, to alcoholic beverages, wines and juices to mass produced candies, pizzas, tortillas, frozen foods and other packaged goods.

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

- Ensuring customer satisfaction through faster responses and order tracking
- Increasing market share and revenues
- 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 & 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
- Management and control of trade promotions and deductions
- Maintaining the highest levels of product quality
- Managing EDI (Electronic Data Interchange) with larger corporations



Configured to

Deliver

Complete Control

SYSPRO

- Strives to facilitate and alleviate operational bottlenecks by providing an affordable, focused solution with functionality to facilitate and manage automated business processes
- Meets these challenges and can be configured to every aspect of the Food industry
- Enables superior functionality, as it is quick to implement, extremely easy to use and will help drive your business towards best practices
- Supports the latest lean manufacturing techniques and continuous improvement programs
- Is proven to deliver a rapid return on investment, an investment that is future-proofed to go on delivering as your market changes and your business grows



For the Food Industry

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 stringent industry regulations. 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 and to increase productivity.

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

SYSPRO for Food incorporates MRP (Material Requirements Planning) and APS (Advanced Planning and Scheduling). These functionalities automate the ordering and production processes based on pre-defined rules for your specific business. 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. By integrating core ERP to the factory floor in real-time, potential problems are highlighted immediately. Therefore, effective, pro-active medium and long-term strategies can be developed to optimize production.

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. SYSPRO is experiencing significant growth in its food manufacturer customer base, as companies take 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, enabling them to make effective business decisions and, ultimately, enhance competitiveness. Increased efficiency is attained; visibility and real-time data access are facilitated; accountability is enforced; and management is empowered with the ability to be pro-active in this fast paced competitive environment.



ERP

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 your operation, including accounting, manufacturing and distribution. With access to easy-to-view, real-time information, your business can leverage SYSPRO software to respond rapidly to changing circumstances and react quickly to customer demands. Additionally, you can reduce operating costs through streamlined processes and workflow automation plus outpace the competition.

Because SYSPRO ERP can extend your enterprise with sophisticated Customer Relationship Management (CRM), Advance Planning and Scheduling (APS) and e-commerce functionality, your company can easily extend control to the entire supply chain.

The modular nature of the SYSPRO ERP solution allows you to select those functions needed to increase operational control and effectiveness. SYSPRO software is enhanced and upgraded on an ongoing basis, is available in multiple languages and supports major currencies. With a stable foundation of leading-edge technology, SYSPRO for Food enables your business to reap the rewards of a more efficient operation.

Proven ROI

Two Chefs on a Roll

“I attribute the company’s surging growth to a formula that includes creative, high quality food solutions, top-of-the-line ingredients, flawless manufacturing techniques, resourceful marketing and an enterprise resource planning (ERP) software solution from SYSPRO, Costa Mesa, Calif.”

Over the last sixteen years, Two Chefs on a Roll, Inc. has evolved into a full range factory of custom savory and bakery products. Products range from cinnamon rolls and cheese cakes to spicy hummus, specialty dips and sauces. This rapid growth can be attributed to masterful research and development combined with flawless manufacturing techniques. Two Chefs on a Roll supplies food service clients and specialty retailers throughout the United States with a wide range of extraordinary and creative foods.

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.

Business Benefits

Walsh Family Foods

“We chose SYSPRO because it had a wide user base - it was tried and trusted - with a fair balance between price and performance. It also had good integration with Windows® technology and showed a promising development path. We have European Food Safety Inspection Service (EFSIS) higher-level approval, and our record keeping and record systems have to be up to scratch to support that. With the current upgrade, we’re ‘turning on’ the traceability aspect of the system with the introduction of bar-coding and RF technology.”

Founded in the early 50’s, Walsh Family Foods, Ltd., has grown into the market leader in Ireland for chilled hand held snacks, frozen crispy garlic mushrooms and tempura coated natural onion rings. The company also markets an innovative range of chicken and appetizer products. Based in Finglas on Dublin’s north side, the company operates from a state-of-the-art production facility. The company manufactures to Hazard Analysis and Critical Control Points (HACCP) and higher level EFSIS standard.

Bonté Foods

“The ability to see at a glance what’s in each warehouse and what’s available for sale is a real time saver. HACCP is a lot like ISO Certification in that it is very detailed and demanding. Excellent tracking of products by lot is critical for us. SYSPRO gives us the tools to meet the current and future HACCP requirements. There’s always something new to make our work even better. I would recommend it to anyone in our industry.”

Bonté Foods began operation in 1977 as the major supplier of pizza and Donair products to their sister company Greco Pizza, Atlantic Canada’s #1 pizza delivery chain. Twenty-five years later, Bonté is building its fifth plant expansion, doubling its plant size yet again, and aggressively going after markets across Canada and into the US. Bonté’s products include Donair meat products, pita bread, bagels, Grecco Pizza products, Mrs. B’s salsa and soups made in their federally inspected Dieppe, New Brunswick plant. Bonté has recently undergone a new state-of-the-art expansion of their freezer & bakery as a direct result of a successful drive to expand the sales base with new products.

Kencraft

“The software is really exceptional. It expedites entry of our high volume of orders. Additionally, it provides the flexibility to extract the data we need for better decision-making purposes. We can customize reports, flag items that need to be looked at and readily calculate re-order levels to optimize inventory levels. We can manipulate data and project forward. This is very important for a company such as Kencraft that does a high volume of business.”

Kencraft, Incorporated, from Alpine, Utah, gained national recognition in 1974 at a trade show in Chicago as a result of its handmade sugar Easter eggs, and Christmas decorations. What began as a “home” business making handcrafted confections for friends and neighbors expanded into icing decorations for bakeries and confection products for Disneyland and retail stores across the USA. Their trade names Lollipals, Candy Climbers, and Bubble Gum Buddies have become collectors’ items, not just candy.

View our customer stories online at <http://www.syspro.com/Customers/success.asp>

Industry Focused

Forkless Gourmet

“SYSPRO’s Trade Promotion Management module is a best-in-class solution to the host of trade promotion and deduction management issues facing CPG companies today.”

On October 1, 2003, when Chicago, Ill.-based Forkless Gourmet, Inc. introduced its new line of authentic ethnic meals in a bun, the company set out to fill the unmet need for high quality, authentic ethnic frozen food in a convenient, handheld form. Forkless Gourmet, Inc. has a proven team of senior food executives and a dynamic group of additional staffers – many of whom worked together in the past to successfully build emerging food brands such as Boca Burger and Brooklyn Bagel Boys. Together, they set out to pioneer the creation of the Bun Meal category in the United States and set the new gold standard for taste in frozen ethnic food. For that reason, they call themselves “Bun Meal Pioneers.”

In May of 2004, Forkless Gourmet was awarded “Best New Product” at the Food Marketing Institute (FMI) show in Chicago.

Crosby Molasses

“The new screen layout for Structure & Routing maintenance (defining how to manufacture any product) presents both ingredients and labor operations to the operator in a single Window. This makes viewing and updating product definitions very convenient.” Crosby makes good use of SYSPRO’s powerful ‘what-if’ costing for financial projections and its ‘back flushing’ facilities for materials management.

Crosby Molasses Company, Limited, is a long established family firm whose beginnings date back to before the turn of the century. Crosby has remained consistently up-to-date in its operations to meet modern demands. The firm’s main processing plant in Canada uses the latest in automatic filling and packaging equipment. Crosby diversified its business during the 1960’s to include the manufacture of pancake mix and flavored crystals, the packaging of table syrup and the marketing of the Cap’n John line of seafood products. Since the early 1980’s, the company’s flavor crystal business has expanded greatly. Crosby has become a signature name and is synonymous with molasses and other quality food products.

Delta

“After growing into an industrial and commercial conglomerate, Delta unbundled its operations to become a focused beverage company, supporting several product groups and brands. This led to a complete re-engineering of business processes, and an enterprise-wide suite of resource planning, execution and analysis tools was recognized as an essential success factor for the new organization.”

Delta Corporation, Limited, is a holding company that has invested in and taken management responsibility for a broadly based portfolio of businesses which operate throughout Zimbabwe. From this small beginning the brewing company developed into a major commercial and industrial operation. By 1950, it was producing pale ale, milk stout and Sable Lager. Over the years the company continued to expand its portfolio of businesses and diversified its brewing base. Delta’s interests focuses on the mass consumer market and includes lager and sorghum beer brewing, the bottling of carbonated and non-carbonated soft drinks, supermarket and furniture retailing, tourism and various agro-industrial operations. Delta has 700 SYSPRO users.

Leading Edge Technology

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. These include: 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, providing the flexibility required to match the current business process. SYSPRO for Food has the ability to track codes and 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.

Implementation Methodology

The SYSPRO STARS (Structured Technique to Achieve a Rapid Solution) Implementation Methodology is a highly structured, business-centric methodology that guides implementers through the implementation process and provides a framework by which business practices can be examined and re-energized to maximize overall operational efficiency. STARS is provided as a two-volume, high quality printed set for reference purposes with a template-based electronic CD-ROM containing an extensive array of documentation, implementation information and project management tools.



Total Visibility



Lot Traceability Across the Extended Supply Chain

Lot traceability in the food industry is a supply chain issue, not just a manufacturing issue surrounding a particular plant. 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 just one manufacturing location.

Complex Inventory Management

SYSPRO for Food incorporates multiple units of measure and catch weights. Using the system, you 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 often have the same product in different size containers. Many manufacturing systems force users to have a unique identifier (stock-keeping unit or SKU) for each product. SYSPRO for Food does not force the user to maintain separate tables and perform additional, non-value-added activity. The system allows the bulk inventory item to be the primary product and the packaging variations to be the secondary consideration. This allows users to easily look at both the total volume of a product as well as the individual packaging types.

Specialist Environment

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. A manufacturer is 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 product, on which resource and to plan and sequence products correctly to pull variable cost out of the process and facilitate compliance to regulations. Changeovers and clean-outs of production equipment can also be planned and scheduled through SYSPRO for Food, resulting in higher productivity and reduced costs.

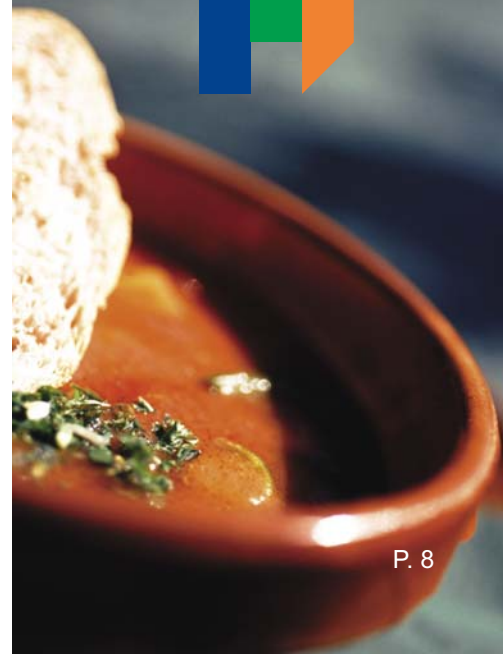
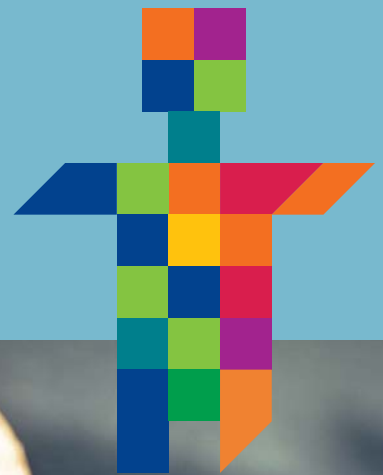
SYSPRO enables efficiencies by maximizing throughput and resource utilization by leveling off production peaks and troughs. Improved decision-making is based on what's scheduled and what's running. Capacity, resources, labor, work orders, overloads, skills, potential problems, set-up, tear down and pegging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

If a supplier is not able to comply with customer demands, the customer will find other suppliers. SYSPRO supports customer service by providing tools to fill orders rapidly and effectively. 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 SYSPRO CRM 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.



Finite Capacity Scheduling

SYSPRO for Food incorporates a powerful finite capacity scheduling capability. Midsize food manufacturers typically run lean operations and must 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 flexibly 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 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.

ERP • CRM • APS • Business Analytics • E-Commerce • TPM

Optimized!

Leveraged & Solutions Internet Power



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 your 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, but this is difficult to deliver without full integration. 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 allows users to interact with the SYSPRO system over the Internet and also remotely from a Mobile Device or cell phone, so they can enter purchase orders or check inventory while in the field. SYSPRO e.net solutions allows your customers to access an online catalog or manual, search for and order items and then track their progress, from order to delivery, in real time - all this via a standard Web browser. You can even allow customers and consumers to preview your products via an Internet browser and provide them with 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 among a limited community of suppliers in standardized formats. 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 very competitive marketplaces with significant financial and human resource constraints. Companies need solutions that fit their business and solutions that their people can 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, and there is no requirement 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, APS, 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.



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