



CASE STUDY 4

Privately Held Organic Process Manufacturer

SITUATION

A privately held developer of organic shampoos and lotions for babies and people with sensitive skin had grown significantly and decided to in-source the product manufacturing. They purchased a manufacturing building and developed a state of the art manufacturing facility. Since the products were organic, the products are regulated by the FDA. The FDA adds additional requirements for quality testing and tracing of ingredients. The system the company had been using for distribution was Quickbooks. However, Quickbooks did not provide the functionality needed to support the manufacturing process.

In addition to the system requirements, the CEO did not feel that the vendor that supported the hardware and network could meet their needs. They had an immediate problem of a failed backup that the vendor was unable to resolve.

The CEO decided to engage a consultant to function as a CIO to evaluate the hardware/network vendor, resolve the back-up problem, engage a new hardware vendor and evaluate and select a new ERP system and ERP solution provider.

SOLUTION

LJR Consulting Services (LJRCS) was hired to create a detailed Requirements document, identify potential ERP candidates and manage the ERP evaluation.

The LJRCS team met with all departments to define the requirements, reviewed with management and created the detail requirements document. The team also researched and selected 4 ERP candidates based on the business requirements.

The LJRCS team coordinated with each of the ERP candidates to review and script the demonstrations for the client to ensure that each vendor addressed the requirements that were the most important to the client. The LJRCS team researched all issues that resulted from the ERP demonstrations and worked with the client's evaluation team to evaluate and rate each system. One of the ERP systems the client evaluated was the system used by the outsourced manufacturing firm. While that system met all the business requirements, it was based on a technical platform that was no longer supported by Microsoft. The ERP vendor was a small company and in the position of needing to completely rewrite the application on a new technology platform. LJRCS counseled the CEO that the risk of purchasing this system was very high and in all likelihood, the company would need to purchase another system in less than 5 years.



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In addition to the ERP evaluation, the LJRC team engaged one of their partners to resolve the system back-up issues, correct other network problems and set up processes for the employees to perform basic support.

BENEFITS

The CEO selected a system that would meet all the requirements of the company well into the future. With the new system they have a platform to grow the company even further.

Also, a major technical problem was resolved and the employees were enabled to meet the daily requirements of the business.