

# Sage ERP X3 Process Manufacturing

CLIENT SUCCESS STORY



THE ANSWER COMPANY



**Client**  
Garden Protein

**Industry**  
Process  
Manufacturing

**Location**  
Richmond, BC

**Number of Locations**  
1

**Number of Employees**  
120

**System**  
Sage ERP X3

## The Answer Company Delivers Healthy Solution To Garden Protein International

Garden Protein International (GPI) is currently number five in its industry and is enjoying the fastest growth among all companies in this market space. The company's trademark product, Gardein™, is a delicious meat-free creation crafted into dozens of delicacies and distributed by retailers across North America.



"We have seen double-digit growth in each of the last few years," explains Peter Demers, vice president of operations at GPI.

Growth like this requires a company to be flexible and adaptable – traits that GPI has perfected with the help of Sage ERP X3 and the talented team at The Answer Company.

### The Answer Company Gets The Project Back On Track

When Demers joined the company, Sage ERP X3 was in place, but the implementation had stalled. "We had lost some key staff members who knew the product and we were looking for a new Sage business partner who could help get the project going again," recalls Demers. "Our COO at GPI had a connection to The Answer Company and asked them to come in, evaluate our situation, and make recommendations to move us forward."

The Answer Company made strong recommendations addressing each of the areas of concern for GPI. "The Answer Company first helped us identify and define our business processes and then laid out a concrete plan for implementing the software to support each process," says Demers. "This was a hugely valuable step and led to the ultimate success of this project."

### Refining Systems

The Answer Company worked with GPI to allow its radio frequency hand-held devices to communicate in real time with Sage ERP X3. "Immediately we gained both speed and accuracy in our shipping cycle," notes Demers.



## THE ANSWER COMPANY

### About The Answer Company

Since 1995, The Answer Company has become one of the largest Sage Partners in Canada to specialize in a full range Sage products. These include Sage ERP X3, Sage ERP MAS 500, Sage ERP MAS 90/200, Sage ACCPAC, Sage Business Vision, Sage SalesLogix, SageCRM, Sage FAS and custom software solutions.

The Answer Company has a proven track record and its knowledgeable consultants can help with the discovery and implementation of your software solution.

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Lot tracking, a necessity for food manufacturers like GPI, had been a huge challenge for the company. Sage ERP X3 has automated and streamlined this task. "We can now easily meet the quality requirements of our industry," explains Demers. "Should a recall ever be necessary, we have the system in place that will allow us to trace every ingredient through the entire cycle, ultimately identifying which products it went into and the customers who purchased the products."

#### Lower Costs And Increase Accuracy

As a result of the control Sage ERP X3 provides, inventory accuracy has increased dramatically. "Before implementation, inventory accuracy was around 50 percent," Demers says. "Since implementation accuracy has steadily increased and is now better than 95 percent."

Increased accuracy means lower inventory carrying costs and lower labor costs. "We used to do monthly counts," says Demers. "Now with the confidence we have in the system, we are moving to cycle counts."

#### Pinpoint Production Costs

Accurately pinpointing production costs is key to calculating the profit margin for each product, and through

the use of Sage ERP X3, GPI discovered that it was underestimating the material costs and quantities associated with many of its products. "We were able to compare batches to standards we realized we were off in some areas," says Demers. "As a result of that information, we were able to make adjustments to ensure profitability."

#### Meet Demand Without Overstocking

The food manufacturing industry operates on short lead times. "We need to know precisely what we have on hand, our production schedule, and our capacity," says Demers. "Sage ERP X3 delivers that level of information. We are now much better able to meet our customers' demands without wasteful overstocking."

GPI praises The Answer Company as a strong business partner. "They are adaptable, flexible problem solvers and they brought a great deal of expertise to this project and came up with creative solutions to meet our needs," Demers says. "They adapted Sage ERP X3 to match the way we work. That led to a quicker return on investment, broad acceptance of the solution across the organization, and greater efficiency in our operations."

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