



ALISON'S PANTRY

A NEW RECIPE FOR EFFICIENCY,
INSIGHT, AND PERFORMANCE
WITH SAP® BUSINESS ONE

“As a business owner, I could not ask for a better solution than the SAP Business One application.”

Alison Chuntz, Owner, Alison's Pantry LLC

QUICK FACTS

Company

- Name: Alison's Pantry LLC
- Location: Pleasant Grove, Utah
- Industry: Consumer products
- Products and services: Specialty foods and baking products
- Revenue: US\$7 million
- Employees: 21
- Web site: www.alisonspantry.com
- Implementation partner: Navigator Business Solutions

Challenges and Opportunities

- Increase efficiency by replacing lengthy, manually intensive inventory and purchasing processes
- Move beyond a solution that was costly to maintain and hard to use
- Achieve visibility into all aspects of business operations

Objectives

- Reduce administrative time and cost
- Streamline business processes and prepare for growth by employing user-friendly automation software
- Improve visibility of operations through a truly integrated, company-wide solution

SAP® Solutions and Services

SAP® Business One application (version 8.8)

Implementation Highlights

- Training and testing by business users prior to deployment
- Deployment in days, upgrade in hours
- Locally available, highly knowledgeable implementation partner

Why SAP

- Intuitive for business users
- Real-time access to information and reporting
- Locally available implementation partner
- Support for existing business processes
- Enhanced reporting, inventory, and purchasing functionality in latest version

Benefits

- Purchasing processes reduced by 83% from 1.5 days to 3 hours
- General ledger closings reduced from 10 hours to a half hour
- All key business data captured in a single application and available to everyone
- Detailed, comprehensive reporting across the company through SAP Crystal Reports® software integration
- Ad hoc query functionality
- Rapid invoicing
- Enhanced support for pick-and-pack processes
- Automatic unit of measure conversion

For Alison's Pantry LLC, delivering quality food at a great price to rural communities across the Rocky Mountain states isn't just a business – it's a passion. The company is equally passionate about improving the efficiency of its business operations while improving service to a growing network of customers. That's why it is adopting the latest version of the SAP® Business One application. "As a business owner," says Alison Chuntz, owner of Alison's Pantry, "I could not ask for a better solution than the SAP Business One application."

Lengthy, Manual Business Processes

Alison's Pantry was rapidly outgrowing the Sage SBT accounting software that supported its inventory and purchasing processes. "For the purchasing alone, it used to take three of us up to a day and a half to complete," says Chuntz. "The old software was really hard to navigate. Our inventory reports were difficult to run – that took days too." In addition, any improvements to the legacy solution required Alison's Pantry to incur excessive customization costs and time.

Not only did Alison's Pantry want to streamline its business processes, it also wanted to improve visibility into all aspects of its operations. To achieve these goals, Chuntz and her staff recognized that they needed an integrated, enterprise-wide solution that they could use to consolidate information and then make it readily available across business processes.

A Cold Call and a Clear Choice

Alison's Pantry had initially decided to upgrade its legacy solution, but then Joshua Kissee, general manager of Alison's Pantry, got a call from Navigator Business Solutions (Navigator), a leading provider of SAP Business One. "It was an out-of-the-blue call," recalls Kissee, "and they were only three blocks away, so I walked over to view a demonstration." Kissee was impressed by the solution's intuitive user functionality, as well as by its support for real-time access to information through highly configurable and comprehensive reporting.

In addition, Kissee liked the fact that Navigator was close by, had a strong record of success with SAP software implementations, and clearly understood Alison's Pantry's business requirements. "We did an outline of every single process we could think of and asked Navigator how it would be done in the

application," explains Kissee. "Once I saw how well SAP Business One could support our specific business processes, I was completely sold."

Deployment in Days, Upgrade in Hours

Close involvement of business users at Alison's Pantry during the implementation of SAP Business One was critical to the success of the project. "We tested everybody's job on the new software prior to deployment," says Kissee. "We asked our employees to document their daily tasks and then test each task on SAP Business One to make sure it really worked."

Another critical factor was the support that Alison's Pantry received from Navigator. Upon completion of the testing and training phases of the project, a consultant with Navigator worked with Kissee and his team over the course of six days to deploy SAP Business One. "We had a lot of support from Navigator," confirms Kissee. "And through Navigator we also had a lot of help from SAP experts."

Just a couple of years after the initial deployment of the solution, Alison's Pantry again worked with a Navigator consultant to help them upgrade to the latest version of SAP Business One. "The upgrade to SAP Business One 8.8 went really well," says Kissee. "It was completed in just six hours."



"Our general ledger closings would take us between nine and ten hours to complete. Now, thanks to support for automatic closeouts in SAP Business One 8.8, I can do it by myself in just a half hour."

Alison Chuntz, Owner, Alison's Pantry LLC

Significant and Measurable Time Savings

Today, running the latest version of SAP Business One, Alison's Pantry has streamlined key business processes. "It has freed up our time tremendously," says Chuntz. "No more manual price changes or updating of item numbers. The new version of SAP Business One is so much easier to use, and with its support for recurring purchase orders, our monthly ordering has actually become a pleasure."

Powerful Business Clarity and Ad Hoc Reporting

Alison's Pantry is taking full advantage of the business visibility enabled by the solution. All of the product information that staff kept in memory or wrote down in several places is now stored in one place and is readily available across the company. "With SAP Business One, we have eliminated the need to write anything down," says Chuntz. "With the previous solution, our accounts receivable person

Crystal Reports integrated with SAP Business One, we can make our own changes on the fly and everything looks professional. Our mail orders, purchase orders, product labels, and invoices look exactly the way we want." Kissee also likes the fact that, with the new version of the application, he can quickly export data to Microsoft Excel. "You get an accurate print preview of reports and other documents," confirms Kissee, "and the fact that you can print those reports directly into Microsoft Excel is a very useful feature for us."

"With our prior system, we needed a designer and a programmer to make any changes on our forms. Having SAP Crystal Reports integrated with SAP Business One, we can make our own changes on the fly and everything looks professional."

Joshua Kissee, General Manager, Alison's Pantry LLC

In fact, monthly purchasing used to take Chuntz and two other staff members up to a day and a half to complete. Using SAP Business One, Chuntz and one other person can now complete purchasing in just three hours.

The solution has accelerated accounting processes as well. For example, the general ledger required a lot of manual entry and updates. "Our general ledger closings would take us between nine and ten hours to complete," explains Chuntz. "Now, thanks to support for automatic closeouts in SAP Business One 8.8, I can do it by myself in just a half hour."

used to have to pull information from five or six different places. Now, she can just enter a query."

SAP Crystal Reports® Software Built In

The inclusion of SAP Crystal Reports® software in the latest version of their SAP Business One application enables Alison's Pantry to quickly design, generate, and update its business documents. "With our prior system, we needed a designer and a programmer to make any changes on our forms," says Kissee. "Having SAP

Smart Inventory Management

A key part of Alison's Pantry's business involves buying items such as cocoa or cake mixes in bulk and then repackaging them for sale to customers. Traditionally, Alison's Pantry would purchase a 50 lb bag of mix and would then have to manually track the smaller customer purchases in inventory. Today, the application enables employees not only to track the 50 lb bag but also to generate and track the product labels used for the smaller 5 lb bags sold to customers. "The application allows us to keep track of everything, including the product labels," explains Kissee. "So when we enter a customer's order for a 5 lb bag of mix, the software automatically takes a label, a 5 lb bag, and 5 lbs of mix out of inventory and moves it into finished product. It's beautiful."

This and other functionality in the solution have given Alison's Pantry much greater insight into inventory planning and forecasting, which is crucial to a company that delivers fresh perishable products across several states. With its ability to automatically track and report on labels, bags, and mix used, Alison's Pantry no longer has to manually keep account of such items. "I can now track weekly or monthly average use by label, by pound, by bag, or by customer," says Kisse. "I can get a full label history and make accurate projections on the amount of product we will need."

Adjustment for Changing Product Sizes and Volumes

One of the key reasons Alison's Pantry decided to upgrade to the latest version of SAP Business One is its support for constant changes in a product's unit of measure. "For whatever reason," explains Kisse, "our vendors are always changing the package and case sizes for their products." As a result, staff would have to manually enter new items just to accommodate the change in size or volume. With the latest version of SAP Business One, Kisse and his team can update the unit of measure of items already in the system and those changes will be reflected throughout the pick, pack, and ship process. "For our inventory person," confirms Kisse, "that change alone made the upgrade worth it."

Faster Loading, Speedier Delivery

To deliver the freshest possible food to some of the most remote communities in the United States, Alison's Pantry uses a fleet of highly customized trucks that can store goods across a range of temperatures. These trucks allow the company to simultaneously ship a variety of frozen, refrigerated, and nonperishable food. "Each truck moves 36,000 pounds of inventory," says Kisse. "Thanks to the upgrade, we can load those trucks more quickly because the software speeds up the process for generating the invoices that go out with each delivery."

Extending Efficiency and Clarity to Distributors

Alison's Pantry is again teaming up with Navigator to develop a Web portal that will integrate with its SAP Business One application and allow distributors of its products to enter customer orders directly into the solution. This will eliminate the need for reentry of orders and will reduce order errors. "Eighty percent to 90% of our distributors are stay-at-home moms," explains Chuntz. "They are constantly working around the needs of the family, so having them enter directly into our system should speed up the ordering process for them."



Navigator Business Solutions, an SAP gold partner with 20 sales and service locations across the United States, provides SAP solutions to manufacturers, distributors, retailers, professional service, and project management companies

50 100 385 (10/05)

©2010 SAP AG. All rights reserved.

SAP, R/3, SAP NetWeaver, Duet, PartnerEdge, ByDesign, Clear Enterprise, SAP BusinessObjects Explorer, and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and other countries.

Business Objects and the Business Objects logo, BusinessObjects, Crystal Reports, Crystal Decisions, Web Intelligence, Xcelsius, and other Business Objects products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP France in the United States and in other countries.

All other product and service names mentioned are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary.

These materials are subject to change without notice. These materials are provided by SAP AG and its affiliated companies ("SAP Group") for informational purposes only, without representation or warranty of any kind, and SAP Group shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP Group products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.