



REAL-TIME REPORTING ENABLES INJECTION AND BLOW MOLDER TO RECAPTURE CONTROL OF BUSINESS



For more than 22 years, Matriplast has produced rigid containers, specifically for the pharmaceutical, cosmetics, industrial and commercial industries. Although Matriplast does export, 95% of its injection, blow and injection-blow moulded products remain in Bolivia.

Vital Statistics

- ▶ In La Paz, which is home to the company's head office and primary, 6,500 sq. meter plant, there are 198 employees running 38 moulding machines. The secondary 1,200 sq. meter plant in Santa Cruz has four moulding machines and 15 employees. The 1,000 sq. meter warehouse in Cochabamba has 3 employees.

Key Challenges

- ▶ Since its inception 22 years ago, Matriplast has been relying exclusively on an in-house, ERP-type system that had been developed internally. Because its many subsystems couldn't share information, senior executives and managers generally had to wait at least one month for financial and operational reports. As well, employees at all levels spent far too much time manually transferring information and the process tended to be error-prone.

Well aware of their system's deficiencies, Matriplast had spent the past six years in search of a Spanish-language, plastics-specific ERP. Unable to find a product that met their unique needs, as a last resort, the company tried HansaWorld and SAP but soon realized their in-house ERP was better than either one.

Why CyFrame?

- ▶ In view of its experience with generic ERP systems, Matriplast leaders knew they needed a plastics-specific ERP that could handle the many unique aspects of the plastics industry and CyFrame delivered exactly that. In addition, CyFrame agreed to create its first-ever Spanish-language version for Matriplast.

Solution

- ▶ In June 2013, Matriplast and CyFrame started working together to install CyFrame's complete ERP solution which included Financial Management, Inventory and Purchasing, Production and Distribution as well as real time shop floor bar-code touch screen data acquisition.

Benefits

- ▶ First and foremost, Matriplast can now access accurate, current data and create reports in real-time to profitably run its business and better satisfy customers. In addition, senior executives, managers and operators appreciate the fact they can now devote all of their time and energy to the tasks that enhance margins and better manage operations.

Envases-Matriplast
La Paz, Bolivia

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“It was becoming impossible to effectively manage and operate our business because we had gone way overboard on data collection, our many subsystems couldn’t talk to each other which meant hours of manual data entry and waiting up 35 days for reporting.”

Matriplast’s in-house, internally-developed ERP wasn’t working for anyone at the company. This wasn’t news to the company’s senior executives who had been aware of its many issues for years and had been diligently seeking a plastics-specific, Spanish-language ERP since at least 2006. As a last resort, they had tested the generic systems offered by two of the world’s largest and most recognized business management software systems.

“They told us they were the world’s biggest ERP providers so they had certainly customized their software for plastics industry customers with similar needs, but when it came down to it, apparently they hadn’t, because they couldn’t produce a single version of their software that was relevant to the plastics industry,” says Alcoreza.

While, HansaWorld and SAP did their best to adapt their systems to meet Matriplast’s needs over a two-year period, ultimately they simply didn’t have the deep and vital understanding of the plastics and injection moulding sectors that was of paramount importance. Evidently, customizing a generic, wide-reaching ERP to suit an injection moulder with multiple machines, raw materials and recipes is virtually impossible to do well.

“To our surprise, we discovered that SISMAT, our cumbersome, partially functional internal ERP system, was actually better suited to our business and did far more for us than HansaWorld and SAP ever could,” says Alcoreza.

The ability to adapt on the fly is crucial, but to make smart business decisions, senior executives and managers must rely on reports that tell them exactly what’s going on across the entire business, from the plant floors to the shipping department and from the sales office to the supply chain.

In Bolivia, supply chain management is a real challenge and when suppliers can’t access one raw material, they’ll substitute another. To adapt to circumstances beyond their control, Matriplast has made sure that each of its 2,200 SKUs has five to six available recipes.



“To succeed in business in Bolivia, we have to adapt and be flexible and our ERP has to keep up with us. CyFrame immediately understood this and CyFrame’s software easily helped us maintain and manage all of these variables and substitutions,” says Alcoreza. *“Finding an ERP that could handle our volume of recipes had previously been a major roadblock.”*

While Matriplast had continually updated and upgraded their current system over the decades, it had also developed more than a dozen sub-systems that couldn’t communicate with one another. As a result, the company’s senior executives and managers spent an inordinate amount of time manually transferring the necessary data across sub-systems and creating shipping labels. Of course, tens of thousands of entries by dozens of employees also meant there were plenty of errors that would inevitably spread company-wide. Employees spent so much time and effort chasing down critical information; they rarely had it when they needed it.

“It took on average 30 to 35 days and a lot of man-hours to get any report, so by the time we knew what was happening, identified the root cause and come up with the next steps, it was already too late to apply any of the critical corrective actions we needed to take



ERP solutions for the Plastic Industry

“We now know with certainty the cost of each SKU, can accurately determine profit margins and even have the information to better manage mould history and performance as well as planning and production scheduling.”



in order for it to have the intended impact,” says Alcoreza. “If you can’t follow the process in real-time from start to finish, you don’t have the information or tools required to properly manage your business.”

As importantly, CyFrame, a Canadian firm based in Montreal, Quebec, already offered English- and French-language versions of its ERP and was willing to create a Spanish-language version for its first Spanish-speaking customer.

“The translation wasn’t perfect but it still worked well for us and we’re continually fine-tuning the subtleties of language together,” says Alcoreza.

For example, the module that is used by the operators on the plant floor is called The Punch and it’s been literally translated as a punch in the face!

While the translation has presented a few surprises, CyFrame’s ERP required very little customization to accommodate the complex tax laws and tax structure in Bolivia. Otherwise, the only real surprise has been how closely CyFrame’s approach to management workflow and optimization for the plastics business reflects Matriplast’s.

“CyFrame’s ERP system feels really familiar and as a result, all of our employees got comfortable with it incredibly quickly,” says Alcoreza.

So if, CyFrame’s system resembles Matriplast’s SISMAT, why commit to CyFrame? Like SISMAT, CyFrame’s ERP was developed specifically for the plastics’ industry by people who know and understand the plastics’ industry but the entire system was created simultaneously rather than piecemeal to run a business across all departments and collect, populate and cascade all data automatically. As importantly, CyFrame has formatted the most relevant, in-demand reports and of course, users such as Matriplast can easily create any unique report they might need.

“We didn’t even ask CyFrame if their system could accommodate daily reports - we would have been thrilled to get the reports at 30 days,” says Alcoreza. *“Imagine our surprise when we learned we could get them in real-time.”*

As well, Matriplast now knows exactly what it costs to make each SKU and can accurately determine profit margins. In addition, the firm has the information it needs to better manage mould history and performance as well as planning and scheduling production.

“Essentially CyFrame’s ERP lets us check Matriplast’s vitals and if there is a problem, we identify and administer the remedy right away, rather than doing the autopsy after the fact,” says Alcoreza.

CyFrame’s ERP readily supplies the data that indicates which machine was down, when, for how long and which employee was operating it. It compares actual production to historical and standard production to help assess efficiency. It manages raw material inventory and consumption to help manage production, rejects and quality.

“We now have a lot of actionable data and reports that we previously didn’t have – they’re far less detailed but infinitely more useful,” says Alcoreza. *“Our company culture is about being as perfect as possible so we had been meticulous about digging deep into the details and the resulting return on the time and effort wasn’t justified or even useful.”*



ERP solutions for the Plastic Industry

“CyFrame went beyond the scope of what we expected and played the role of business consultant by showing us that accuracy and manageability was more important than specificity and detail as they guided us through a heavy-duty account audit.”

Matriplast had created its own Chart of Accounts, which gave virtually every expense its own account, because that was how the firm had always approached control. As a result the firm's employees regularly wrestled with 1,800 accounts, but CyFrame edited that down to 280 to 300 control accounts.

“It was beyond the scope of what we expected in terms of implementing their ERP, but CyFrame took on the role of business consultant and showed us that accuracy and manageability was more important than specificity and detail as they guided us through a heavy-duty account audit,” says Alcoreza.

Matriplast immediately realized CyFrame's selected data and range of reports made good business sense. It was also apparent that CyFrame had leveraged its 10-plus years of ERP experience to determine plastics industry best practices and adapt them for its own system.

“By using CyFrame's ERP, we're able to leverage and learn from the experience amassed by CyFrame's customer base,” says Alcoreza.

How have Matriplast's employees reacted to the new ERP? Employees love it because it dramatically reduces their workload and allows them to focus on their sales, marketing, operations and actually running the molding machines.

“Executives, managers and operators regularly worked after hours on their own time to get that data – when you use skilled, talented

employees for the purposes of collecting and managing data, you're misusing them,” says Alcoreza. *“We can now do more with the same employees who don't miss those administrative tasks one bit.”*

Since few Bolivians have home computers, they appreciate the new machines and get a kick out of the touch screens which are still a novelty.

“It's new and it's cool so our employees are interested and embracing it,” says Alcoreza. *“They see how CyFrame's system benefits the company and ensures its place in a competitive market.”*

“It was becoming impossible to effectively manage and operate our business because we had to wait 30 to 35 days for any report. We'd gone way overboard on data collection and our in-house ERP's many subsystems couldn't talk to each other which meant hours of manual data entry. CyFrame's ERP got us focused on the most relevant data and gave us the real-time reports we need to take control of our business and bottom line.”

Javier Alcoreza, marketing manager
Envases-Matriplast

About CyFrame

Since 1987, CyFrame has become the leading international provider of best-of-breed ERP web-based software solutions created specifically for small- to medium-size plastics manufacturers. CyFrame is uniquely positioned to meet the needs of plastics firms because it offers ERP systems that handle both stock and custom product and have been developed specially for injection and blow-molding, profile and sheet extrusion with thermoforming, and blown film and converting manufacturers. The company also offers integrated financial modules, e-commerce capabilities and secure customer account/profile areas. Onsite training, implementation and support services are offered as part of all CyFrame's ERP solutions.