

B&C BACK IN THE BLACK WITH CYFRAME ERP



For more than 25 years, B&C Plastics has been making stock and custom, blow-molded polyethylene containers such as jugs and jars and supplying accessories such as closures, sprayers and pumps to the food and pharmaceutical industries.

Vital Statistics

- ▶ 25 to 30 employees, six blow-molding machines in a single 60,000 sq. ft. plant, custom runs of 100 to 2,000 pieces, average run is 25,000 pieces.

Key Challenges

- ▶ Only able to access key financial statements once a year because B&C relied too heavily on pen and paper. Replace inaccurate, cumbersome manual legacy accounting system. Deep lack of historical data required to help predict and manage seasonal spikes. No current, reliable basic data pertaining to inventory (raw materials, finished product), prepaid and unpaid stock items, scheduling, shipping, downtime, maintenance and more.

Why Cyframe

- ▶ Only CyFrame offered an off-the-shelf, configurable ERP solution specifically created for a blow-molder.

Solution

- ▶ Installed CyFrame's Oracle-based ERP system in just two months, beginning in May 2011 with CyFrame's Financial Management, Inventory and Purchasing, Production and Distribution base modules. ERP system went live in July 2011. In September, the Production and Shipping, Barcode Scanning and the Client Portal, complete with e-commerce capabilities, modules were successfully installed. CyFrame's four-to five-month installation time was significantly faster than the six to nine months it would take competitors, allowing B&C to start reaping the rewards sooner rather than later.

Benefits

- ▶ Almost immediate return to profitability, seven-month ROI, real-time access to all relevant financial and operational data, reduce labour force by 15%, fewer shipping errors, improved scheduling, increased customer satisfaction, protect and preserve B&C's reputation.

B&C Plastics Ltd., Pickering, Ontario

bcplasticsltd.com



ERP solutions for the Plastic Industry

“To make money in blow-molding today – you need a fully integrated ERP system that without customization can handle the core business processes and production requirements - that’s the reality when profit margins have been squeezed year after year for more than a decade. You need to run as efficiently as possible just to be on a level playing field.”

Rapid ROI Comes with Control

B&C Plastics is back in the black and management has regained control of its business barely seven months after committing to CyFrame’s flexible feature-driven, off-the-shelf ERP solution specifically created for blow-molders.

When general manager Marcel Kreitzer arrived at B&C Plastics in mid 2009, he discovered that the firm, which had been around since 1985, still relied exclusively on antiquated manual systems to run a multimillion dollar business supplying dozens of customers with up to 30 employees and six blow-molding machines in a 60,000 sq. ft. plant.

As Kreitzer remembers it, *“I nearly had a heart attack when I saw that!”* He knew B&C needed a full-fledged ERP system to give management the accurate, real-time, hard data required to effectively and efficiently run the business day to day. The stop-gap solution provided by Kreitzer’s own combination of Excel and Quickbooks simply didn’t have the reach or sophistication required to turn the business around. As Kreitzer explains it, to check inventory, someone had to walk out back and take a look.

“Fifteen years ago, you might get away with doing things the way you always had, but in today’s fiercely competitive marketplace, we’re expected to hold the line on prices and survive by driving out excess costs,” says Kreitzer. *“To make money in blow-molding today – you need an ERP system.”*

Industry Specific, Web-based ERP

As Kreitzer saw it, despite the cost, implementing an ERP system was the key to ensuring B&C’s survival and long-term sustainability. Fortunately, he convinced senior management before a simple Google search led



Corey Sr., Owner and President shown here reviewing real-time production efficiency

him to CyFrame. Further investigation confirmed CyFrame was the only viable choice because Kreitzer knew he wanted an ERP system that had been created specifically for blow-molders. He also preferred an Oracle, true browser-based solution rather than a Microsoft-based system, which was typically less flexible with a much higher cost of ownership since it’s installed on each employee’s PC and requires more IT administration. Once CyFrame’s ERP solution is installed on the server, which is faster and more powerful than each employee’s PC, you eliminate inter-PC compatibility issues and all data sits in one place which makes it easier to support and back up.

“Multi-nationals rely on Oracle to process their data –it’s more expensive but it has a proven track record and that works for me,” says Kreitzer. *“In my mind, customization involves adding capabilities such as e-commerce - not adapting a generic ERP system to fit a blow-molder. CyFrame focused on what we really wanted to deliver all the business benefits that we required.”*



ERP solutions for the Plastic Industry

“We’ve reduced our labour force 10 to 15 percent, minimized shipping errors, assessed scrap to identify mechanical and human error, controlled and managed raw materials and inventory, tracked and monitored equipment downtime and breakage.”

Before investing upwards of \$70,000 in a CyFrame system, B&C wanted assurance that CyFrame, a smaller firm in a field of larger players, was in it for the long haul. Seeing CyFrame’s proven track record within the plastics industry and detailed succession plan provided the necessary peace of mind.

“Essentially, B&C was putting its entire business in the hands of its ERP supplier, so we needed to know it would work – CyFrame’s test system gave us the opportunity to try it out and get to know it,” says Kreitzer. *“We needed to see that CyFrame had a succession plan, backup systems and a deep commitment to superior support. They provided the reassurance that we needed.”*

Because B&C runs 24/7, its ERP had to have reliable, redundant backup system capability. As a result, CyFrame installed a backup server so that in the event of a catastrophic hardware failure, the backup can take over, thus keeping downtime to about 30 minutes.

Menu-Driven Modules

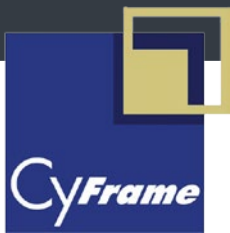
“Once you fully commit to ERP, it’s a lot like poker, you have to go ‘all in’ and abandon your old manual, inefficient ways – so you had better make the right choice,” says Kreitzer.

For more than a decade, CyFrame has made a point of paying attention to plastics-industry clients’ requests for specific features, functions and parameters, then consistently updating its a-la-carte menu. As a result, clients like B&C are able to easily and cost-effectively tailor their off-the-shelf CyFrame ERP by selecting from a menu with more than 600 features, functions and parameters. As importantly, CyFrame seamlessly populates all “menu” changes across all modules.



Evidently, Kreitzer and his management team have experienced the power of CyFrame’s ERP, because B&C is already running all of the more basic modules and Kreitzer plans to spend another \$12,000 to further tailor it. This will include a secure, online, client log-in zone that will offer customers web access to their current and past orders as well as billing information, including customer specific pricelists that enable online ordering. Finally, B&C plans to give dedicated suppliers access to its raw materials inventory.

“We’ve reduced our labour force 10 to 15 percent, minimized shipping errors, assessed scrap to identify mechanical and human error, controlled and managed raw materials and inventory, tracked and monitored equipment downtime and breakage,” says Kreitzer.



ERP solutions for the Plastic Industry

"If I had known what the right ERP would do for our business, I would have invested in it years ago and I know that with CyFrame's ERP solution, B&C will continue to thrive in this industry"

Intuitive Access to Real-Time Data

Thanks to CyFrame's ERP system, any B&C employee can click a few keys, or use the touch-screen, to check inventory, raw materials, machine capability and availability, production schedules and more.

"Our new ERP system had to be truly intuitive and user-friendly because every single employee has to use it regularly," says Kreitzer. "CyFrame's ERP interface is really easy to use and the icons do a good job of telling you what they do."

The level of tracking and traceability provided by CyFrame's ERP system also gives B&C an additional edge with highly-regulated food and pharmaceutical clients who face rigorous compliance demands. Down the road, Kreitzer intends to leverage those lot-tracking capabilities when targeting new business in those verticals.

"Our access to tracking and tracing data is already impressing existing customers," says Kreitzer.

As a result of CyFrame's flexible, menu-driven, off-the-shelf ERP solution specifically created for blow-molders, B&C Plastics is back in the black and firmly in control of its business and bottom-line with the real-time, accurate data required to drive strategic business decisions and operational efficiencies.



About Cyframe

Since 1987, CyFrame has become the leading international provider of best-of-breed ERP II 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.