



Best Cutting Die Co.

Bringing fragmented systems together to simplify operations enterprise-wide with SAP® Business One

THE CLIENT

Best Cutting Die Co. had multiple internal systems and processes in place, and none of them were communicating with each other. There was no standard CRM system. Orders were processed by hand, often times with steps in the process being skipped. Employees had to spend a significant amount of time “walking the floor” to figure out what orders were received and in what stage of the process an order was in.

SAP® Business One and LBSi solved the challenge. By having all information in one place, the greatest result has been real time visibility. Managers and employees can now work proactively instead of reactively.

This has given Best Cutting Die Co. the ability to forecast demand & see workload, while reducing stress and improving morale.

QUICK FACTS

Industry

Fully integrated designer and manufacturer of cutting dies and assemblies for the packaging industry

Revenue

Undisclosed

Number of Employees

> 130

Headquarters

Skokie, Illinois

Website

www.bestcuttingdie.com

Key Challenges

- Lack of communication between multiple stand-alone systems and processes
- No centralized, standard CRM system
- Manual order processing causing errors
- Employee time wasted with inefficiencies

Solution Summary

- Consolidated systems with SAP® Business One
- Centralized customer and order data
- Provided flexibility and customization not possible with other applications
- Improved ability to cost and track operations

Operational Benefits

- Real time visibility into operations
- Personnel can be proactive vs. reactive
- Ability to forecast demand, anticipate and monitor workload
- Lower stress levels, improved morale

Why LBSi

LBSi provided the insight and experience to implement comprehensive system-wide improvement to critical data based upon deep experience within manufacturing businesses and SAP® Business One product expertise.



“You can talk to any one of their guys instantaneously, versus putting a ticket in the queue and waiting for a call back. If something was of urgency, we would get instant reaction to it.”

-Dan Meraz

Best Cutting Die Co. is a fully integrated design and manufacturing facility, supplying cutting dies as well as complete cutting modules to the packaging industry. The cutting applications include envelopes, diapers, sanitary napkins, labels and packaging products. The family owned business, started in 1966, has grown to over 100,000 SF of manufacturing space, with over 130 full time employees.

Best Cutting Die Co. has five different product lines, but everything is manufactured to order. Some orders can be shipped with same-day service, while some can take up to 6 months to build and ship.

The biggest challenge facing Best Cutting Die Co. was that there was no set process or program to manage client or order information. Some employees used products like GoldMine, while others used Excel. The accounting department had SyteLine installed, but they weren't really using the program to capacity.

Because of the individual CRM systems and the inability to fully use SyteLine, orders were being left out of the system. “We would get faxes in and without even putting an order in the system they would just stick a label on it and put the fax on the floor to process an order,” said Dan Meraz.

Working with LBSi, Best Cutting Die Co. was able to design and build an all-encompassing system, managing contact data, order information, accounting, and inventory management. The biggest benefit of working with the LBSi team was their accessibility during the whole process. “You can talk to any one of their

guys instantaneously versus putting a ticket in the queue and waiting for a call back. If something was of urgency, we would get instant reaction to it,” said Dan Meraz.

While researching options for a new system, Best Cutting Die Co. considered upgrading to the new version of SyteLine. “It was very rigid. SyteLine and Infor were very difficult. Getting them to help us even discuss customization was a significant cost and investment - just to discuss potential changes. Actually making the changes would cost even more” said Dan Meraz.

Having worked with LBSi in the past, Best Cutting Die Co. turned to the friendly, professional, knowledgeable staff of LBSi, “They took every effort to make sure we were completely satisfied. They didn't want any negative feedback.”

LBSi helped design and build a system that contains all of Best Cutting Die Co.'s information in one place. “Just being able to change things and pull the information out, being able to use Excel or Crystal Reports, to be able to integrate with our shipping systems – just being able to have all information in one place is the biggest asset,” said Dan Meraz.

Having a system in place that encompasses all aspects of their manufacturing and order process, has given Best Cutting Die Co. the ability to track and cost their products – and now they can plan the next phase of their growth in an organized and intentional fashion.

“LBSi took every effort to make sure we were completely satisfied.”

-Dan Meraz



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About LBSi

About LBSi – Long Business Systems, Inc – LBSi - is a technology services firm that specializes in using business management software such as SAP® Business One and SAP® Business ByDesign to better enable our customers to grow profitably, outpace the competition and provide better service to their customers.

Headquartered in Strongsville (Cleveland) OH, LBSi also has offices in Pittsburgh, Columbus and Cincinnati. LBSi can be found on the internet at www.LBSi.com

About Best Cutting Die Co.

Best Cutting Die Co. is a family-owned business founded in 1966 producing five product lines of customized cutting die products for the packaging industry.