



## **Nelson Packaging Company, Inc.**

Creating tracking, visibility, and inventory control throughout production with SAP® Business One

### **THE CLIENT**

Nelson Packaging Company, Inc. is a full service contract manufacturer of consumer product goods from the inbound delivery of raw and packing materials to the outbound shipment of finished products. They have received numerous awards over the years, including Procter & Gamble's Supplier of the Year Award, Supplier of Excellence Award and the Pinnacle Award.

To maintain the high standards required by large, high visibility clients, Nelson Packaging must have a business software solution that is reliable, fully accessible, customizable, and user friendly. As a manufacturer of consumer product, Nelson must have a system that provides complete traceability on all product produced and materials used in the event of a consumer recall.

When their previous inventory tracking application was discontinued, Nelson had attempted on their own to implement an inventory tracking add-on for QuickBooks, which failed. With the deadline looming, they purchased SAP® Business One (designed for mid-sized businesses) and Data Collection from LBSi, and let LBSi manage the implementation.

They now have a system that they can count on, receiving accurate information in half the time.



### **QUICK FACTS**

#### **Industry**

Full service contract manufacturer of consumer product goods, from raw materials to shipment of finished products.

#### **Revenue**

Undisclosed

#### **Number of Employees**

68, including 24 tow lift operators

#### **Headquarters**

Lima, Ohio

#### **Website**

[www.nelsonpackagingco.com](http://www.nelsonpackagingco.com)

#### **Key Challenges**

- Manually tracking inventory and billing was time consuming
- Manually tracking raw material and production numbers could be inaccurate
- Continually needing to ask for help and wait for information when questions arose
- Installation of another solution had failed, and time was running out
- Client's IT Department had been left without implementation support
- Poor training and documentation for operating the failed system solution

### **Solution Summary**

- Created a solution that maintained all critical features of the previous system
- Provided advanced reporting and functionality not previously available
- Added data collection for inventory movements, from raw materials to finished goods
- Allayed concerns about system installation and ability to get answers to questions
- Provided simple and clear documentation and training for system usage
- Replaced Access databases for scheduling and technical standards with SAP® Toolbox

### **Operational Benefits**

- Information is now gathered in half the time
- Inventory is traceable, visible in the system throughout production, and controlled
- There is assurance that the right amount of material is available to create required amount of finished product
- Coordination is easy across many different products, teams, and departments
- Convenient tracking and reporting
- Increased confidence in ability to easily use, and trust, the new system

### **Why LBSi**

LBSi provided a superior system solution, working as a team with the client's IT Department and supporting users for successful implementation and productive training.

**“SAP® Business One is a one-stop shop and my team is able to find multiple points of information. When using Business One, everything you need is in one place.”**

Bob, Production Planning



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With large customers such as Procter & Gamble, Nelson Packaging must have a business software solution that is reliable, fully accessible, customizable and most of all user friendly. Being a manufacturer of consumer product, they must also be able to provide complete traceability on all of their product produced and materials used in that production process in the event of a consumer recall.

Nelson Packaging was previously using a system to keep track of their inventory that was being discontinued. The company made an initial decision to purchase an inventory add-on that worked with their QuickBooks accounting system, which they use for their very basic financial needs. The software they purchased was a mostly

do-it-yourself system where the team at Nelson Packaging had to install and do the configuration, and then a team from the software publisher showed up to train them on its use.

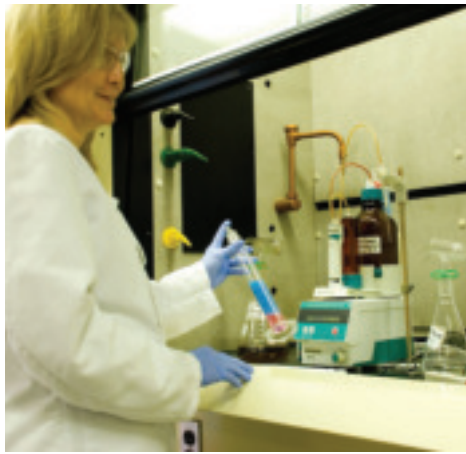
This initial purchase and approach soon proved to be a failure as the add-on software could not effectively meet the needs of the company as presented in the documentation or sales process. With the deadline looming for a new system to be in place, Nelson Packaging quickly began interviewing other vendors for another software solution. Since some of their larger customers used SAP®, Nelson Packaging made the decision to purchase SAP® Business One (a product from SAP® for mid-sized businesses) and Data Collection from LBSi.

From the beginning Nelson Packaging was impressed with the team at LBSi. With their failed system, a trainer was sent to Nelson Packaging’s site for one week to show them how to use the product. Unfortunately the training consisted of a few team members sitting in a conference room watching a laptop screen without providing instructions, documents, or any visuals for us to go back and review. Bob, Production

Planning at Nelson Packaging, stated, “LBSi is completely opposite, Vicki’s attention to detail and communication is precise and clear, she created work instructions, procedures, and one point lessons uploaded on our servers so at any given time we could access these documents and view the processes on how to operate the functions.”

The team at LBSi always provides clear expectations to allow preparation for future performance deadlines. SAP® Business One has allowed everyone at Nelson Packaging the ability to grow as a team while creating self-sufficiency. Bob explains, “Business One is a one-stop shop and my team is able to find multiple points of information. When using Business One everything you need is in one place.” Nelson was even able to completely replace other Access database applications for scheduling and technical standards by providing users access to this data in their SAP® toolbox.

The reporting functions and tracking methods are very convenient. “Business One not only allows their customers spot on accuracy, but provides the ability to track all department reporting in just a click of your mouse” says Mary,



**“Both Ben and Vicki have been great, they are very knowledgeable and we bounce information back and fourth continuously. From day one when LBSi went to work, they are easy to work with, they even worked through the weekends, helped us with any connectivity issues, and made sure we were up and running.”**

Chris, IT Department

Nelson Packaging CEO. Before using Business One, Mary used to gather all her information manually from billing customers, billing inventory and tracking inventory. Business One has enabled the team at Nelson Packaging the ability to achieve the same results in half the amount of the time.

Not only has LBSi provided a business solution that maintained all of the critical features that Nelson Packaging was accustomed to, LBSi was able to offer advanced functionality that was not previously available to the production team.

The production team at Nelson Packaging is now able to utilize several components including traceability, visibility and inventory control. SAP® Business One ensures their materials are scanned as used in production and that finished product is scanned at the line, at the time the unit load is completed. They have complete traceability for all materials and finished product movements in the plant through the data collection transactions.

The production team now has visibility and inventory control including the assurance that they are receiving materials not only to be included in

the finished product, but also to be able to calculate their production from beginning to end, unlike their previous system where these functions could only be traced manually.

Previously, when the team had questions they would have to ask for help, which took a lot of time out of their day. Now instead of someone having to look in the warehouse or sort manually through production records, SAP® Business One has all of the answers in one place right in the system.

For a company of this size with multiple different product lines, teams and departments, there are often concerns regarding installation from the initial setup to any errors or problems in the future. Coming from a previous solution where Nelson Packaging’s IT Department was 100% left on their own to implement the product, they had several concerns. Fortunately LBSi was with them the whole way.

Chris, Nelson Packaging IT Department, communicated alongside both Ben and Vicki during the initial installment and everyone at LBSi made themselves available whenever a question or concern arose. Chris emphasized, “Both Ben and Vicki have been great,

they are very knowledgeable and we bounce information back and fourth continuously. From day one when LBSi went to work, they are easy to work with, they even worked through the weekends, helped us with any connectivity issues, and made sure we were up and running.”



### **About Nelson Packaging Company, Inc.**

Nelson Packaging is a full service contract manufacturer of consumer product goods, strategically located within a 600 mile radius of 70% of the US population. Outstanding flexibility and production capabilities provide the ultimate in speed to market, while lowering total supply chain costs from inbound delivery of raw and packing materials to the outbound shipment of finished product.

[www.LBSi.com](http://www.LBSi.com)

### 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 to better enable our customers to grow profitably, outpace 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](http://www.LBSi.com)



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