

## CPAC, Inc.



### An enterprising company.

CPAC, Inc. is involved in two major industries: cleaning and personal care, and imaging. Its Fuller Brands cleaning and personal care segment develops, manufactures, and markets more than 2,700 branded and private label products for commercial and household cleaning and for personal care. The business units within Fuller Brands sell chemicals and goods such as mops, brushes, and brooms across North America and internationally through such means as distributors and service providers, direct selling representatives, catalogs, direct response television, and the Internet.

CPAC's imaging business segment manufactures, packages, and distributes branded and private label chemicals for color photographic, health care, and graphic arts markets. It serves clients in over 100 countries through a global distribution network.

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RON WALKER, GENERAL MANAGER,  
CPAC, INC.

## Setting the strategy.

When changes in the global supply chain for CPAC meant stretching out lead time for ordering materials from a few days to at least 30 days and sometimes 120 days, CPAC knew that automating inventory transactions was paramount to survival. Better inventory management with accurate counts was crucial for the company to reduce the rising number of rush shipments as well as to minimize inventory numbers.

Unstable hardware and legacy software that was no longer supported or updated posed serious challenges to meeting CPAC's goals. "More employees needed to obtain information quickly and easily from CPAC's existing system, and the old system's integrity proved to be a high risk," notes Jim Mullin, CPAC division IT manager. "We wanted robust, industry-standard technology to enable everyone to extract the wealth of information we knew was in our current system."

## Getting business specific.

CPAC turned to Microsoft® Windows® and Infor™ ERP Syteline to meet its business needs. System integrity and seamless integration with other software were primary reasons for the choice, but flexibility, ease of use, and scalability also played important roles.

The Microsoft platform enables easier reporting, the tying of other tools to the SQL database, and the use of grid mode to query and export. Tools such as Microsoft SQL Server™ services also precludes the need to write code. "We wanted to capitalize on everyone's knowledge of the Windows environment and their comfort level with it so they could easily find the information they needed," Mullin adds.

After Infor ERP Syteline was implemented, CPAC began using features such as Inventory Management with Multi Warehouse, Multi Location, and Time Phased Inventory to cycle through inventory while factoring in criteria important to the business such as shelf life of chemicals. "The Infor solution has built-in features designed for our industry," explains Ron Walker, general manager, CPAC. "We now know where material is located so pallet movement can be tracked, and the oldest lots can be selected first to reduce rework and rush shipments. The

## facts at a glance:

> company .....	CPAC, Inc.
> solution .....	Infor ERP
> product .....	Syteline
> platform .....	Microsoft Windows
> database .....	Microsoft SQL Server
> industry .....	Chemicals
> customer revenue .....	US \$87 Million
> employees .....	473
> country .....	USA

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## Seeing results.

"We loaded our entire database easily using the grid mode in Microsoft Excel®, and we have come light years from the old software in our inventory management," notes Walker. "We know exactly the cycle counts by location, which helped dramatically improve our inventory visibility. Using Infor ERP Syteline's personalization, query, and report features, we've also reduced modifications needed from hundreds before Syteline to just one. Rush shipments have decreased by more than 40 percent."

Infor ERP Syteline's other intrinsic features and functions such as the ability to meet statutory requirements for currency and taxing for Mexico also made for a more efficient process at CPAC's Mexico distribution center. In addition, when CPAC integrated the Mexican and Latin American business units into centralized US purchasing operations, Infor ERP Syteline enabled a smooth transition and helped improve efficiency and cost savings. "Overall, the net income before tax for the Mexican and Latin American operation after integration increased by over 200 percent year over year since Syteline was implemented," says Enrico Corradi, global project manager, CPAC.

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Efficiency gains also occurred in customer service. Adds Corradi, “We reduced key functions from four to three; the entire order is typed only twice instead of seven times; and instead of three sets of email communication, email is no longer needed.”

In accounts payable and receivable, says Corradi, “We reduced the reconciliation process from approximately one week to one day, and eliminated the need to exchange files.” CPAC also can easily obtain a daily update on accounts receivable balances from the Infor ERP SyteLine system, whereas that information was previously nonexistent. This has allowed the company to manage accounts receivable and collections effectively, leading to unforeseen improvements on the cash flow position of the operation.

Mullin notes that intercompany drop shipments from CPAC’s facilities in Leicester, New York, to Norcross, Georgia, used to require a significant number of steps because of the disparate systems involved. “With Infor ERP SyteLine’s multi-site capabilities, transactions involved in executing drop shipments have been halved,” he says.

To obtain historical information and to see current sales trends, Infor ERP SyteLine enables the user to check Sales by SKU by month over previous years. “We can even calculate the contribution level at the customer order line level as well as the customer order level,” notes Walker. “This capability has increased our shipping and freight capture efficiency tremendously.” To obtain this data, CPAC uses InSite Ship®, an Infor partner product integrated with the ERP solution to move freight information back to each Infor ERP SyteLine customer order line.

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## Being open to an enterprising future.

CPAC continues to look for new ways to make its processes more efficient and gain additional cost savings. The company is implementing Infor application’s forecasting capabilities to help manage the changes in the ordering process due to the new, longer lead times required. CPAC also plans to automate bar coding transactions, planning and scheduling materials, and job costing for labor transactions and capacity planning. Says Walker, “When we became a distributor of digital paper for Konica Minolta, we needed to add another warehouse as a distribution center. Infor ERP SyteLine allowed us to make that transition easily. We have confidence that Infor will continue to deliver innovative tools for our industry to help us achieve our goals.”

## About Infor.

Infor delivers business-specific software to enterprising organizations. With experience built in, Infor’s solutions enable businesses of all sizes to be more enterprising and adapt to the rapid changes of a global marketplace. With more than 70,000 customers, Infor is changing what businesses expect from an enterprise software provider. For additional information, visit [www.infor.com](http://www.infor.com).

## Customer Profile

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