

Case Study – Confectionery Manufacturer

The Client

A US-based subsidiary of one of the world's largest confectionery manufacturers is headquartered in the Northeast with over 50 retail locations across the country and an online storefront for direct shipping. This JD Edwards customer needed an upgrade and initially selected their vendor, as a services partner to perform the upgrade.

The History

The upgrade project scope included a new release of JD Edwards and improved data collection, but things did not go to plan. By the end of the upgrade, subsequent solutions still needed to be deployed and the customer had lost patience with regularly missed deadlines and a continual ramping up of new consultants.

The Challenge

While this manufacturer knew that automation was essential to streamlining their processes, they did not have the product knowledge to achieve it. They were also resistant to change. Without an expert to guide their approach and challenge their routine, they would continue to struggle through an endless implementation of technology.

The Solution

The confectionery manufacturer evaluated several new partner options and selected Corning Data to replace the previous vendor to pick up where they left off. Corning Data presented a fresh vision and roadmap that would roll out the **functionality** they needed, as well as the **leadership** that had been missing. Corning Data's solution included a team of consultants that have **experience** in both JD Edwards and DSI's data collection solutions.

Functionality

In addition to the client's JD Edwards EnterpriseOne Financials, Procurement, and Inventory solutions, Corning Data was tapped to implement Fulfillment Management, Manufacturing Requirements Planning, and several other JDE modules.

DSI's dcLINK (MEP) product was rolled out to satisfy data collection requirements for both inventory and shop floor management.

Oracle's User Productivity Kit (UPK) was also deployed to assist in end user training.

Leadership

Recognizing a familiar scenario from many past experiences, Corning Data executives met with the client to achieve two main goals. 1) Obtain consensus on the long-term solution for the organization. 2) Instill confidence that Corning Data could take the lead and deliver the solution. In order to accept and manage the change that the new system would introduce, the client needed to have trust in its new service provider.

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Experience

By having consultants with expert knowledge in the Food and Beverage Industry as well as both JD Edwards and DSI, Corning Data was able to propose a leaner team of fewer resources in order to optimize project efforts.

The Result

After engaging with Corning Data, the manufacturer's entire inventory and shop floor management was automated using DSI. They became completely paperless, which reduced costs and increased efficiency. Inventory variances were reduced by 90%, which in turn improved quality traceability.

After struggling with previous service providers, the trust this manufacturer placed in Corning Data was itself an investment that produced healthy returns. Happy with their results, the client continued to engage Corning Data in many new initiatives, including a quality module implementation, a web fulfillment project, and periodic staff augmentation and manufacturing application consulting.

Ultimately, the client's mission is to manufacture premium confectionery products, not manage its IT infrastructure. With this in mind, the client turned management of their JD Edwards system over to Corning Data as a JD Edwards Managed Services customer.

Testimonial

We wanted a partner that would provide us with better service than we received direct from the vendor: consistent DSI developer resources in a timely manner so we weren't missing project deadlines and continually ramping up new consultants. The fact that their consultants know DSI and JD Edwards made an immeasurable difference – you really need to understand both to get the job done. With Corning Data you get a partner with strong product knowledge and integrity. – ERP Systems/Distribution Analyst

Details

- Production is completely automated via one script which reports and issues all materials used to create product
- Putaways are generated in manufacturing and sent to over 28,000 storage locations in two on-site warehouses
- Thousands of picks are managed daily via one script which is tied into JDE and a third-party conveyor system automating the picking and palletization of customer orders
- Replenishments for all picking locations
- Full pallet picks are automated via two DSI scripts to marry case picks with full pallet picks at the shipping dock
- Loading of trucks, dock management and shipments are processed via DSI scripts interfacing with JDE enabling users to load trucks in stop sequence, print shipping documents, and ship confirm orders accurately and efficiently
- ASN Data is automatically generated during pick completion processing to be transmitted to end customers

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- Applications are designed for production of material (both semi-finished and finished goods), picking confirmations, putaway processing, replenishment processing, inquiries, inventory transfers, truck loading, and ship confirmation providing a seamless interface to JDE

Corning Data

Corning Data has provided professional technical services for 40 years. As an original JD Edwards partner, Corning Data has the most experienced team of JD Edwards consultants. A DSI Select Services Partner, Corning Data has the largest team of DSI experts in North America.

Take advantage of our team's expertise. Book a Vision Tour for your ERP, flatten your IT budget with our Managed Services offerings, or undergo a Digital Transformation with our DSI MEP services.