



## CUSTOMER SUCCESS STORY

**CUSTOMER**

Franklin Foods

**INDUSTRY**

Dairy Foods Manufacturing

**LOCATION**

Enosburg Falls, Vermont

**Number of Locations**

One

**Number of Employees**

75

**SYSTEM**

Sage PFW ERP

**Modules in Operation**

- Accounts Payable
- Accounts Receivable
- Bank Book
- Formulas
- General Ledger
- Inventory Pro
- Order Entry Pro
- Production
- Purchasing Pro
- System Manager
- System Manager Pro

## Sage PFW Spreads Efficiency for Franklin Foods

Franklin Foods of Enosburg Falls, Vermont began producing cream cheese in 1899 using fresh milk and cream from nearby farms. The tradition continues today, albeit on a much larger scale. From single-serving portions through 30-pound institutional packs, the company's smooth, consistent quality comes through in every bite. Franklin Foods' products are perennial award winners at the U.S. Championship Cheese Competition.



### We're Not Making Bicycles

Franklin Foods was getting by with software designed for discrete manufacturers. "I bet it worked great if you were manufacturing bicycles," says Robert O'Connor, manager of special projects at Franklin Foods. "But we make cheese—and the process manufacturing we do is much different than making a bicycle."

Franklin Foods made do until a new company president provided the impetus to change.

"I had heard about Sage PFW," recalls

O'Connor, "We knew it was designed specifically for process manufacturers, so we gave the local representative a call."

O'Connor says that after viewing a demonstration of the product, the managers all looked around the room at each other nodding. They had made their decision.

### Works The Way We Work

A single batch of cheese may consist of 25,000 pounds which is then broken down into sub batches, each which will have different additives and flavorings mixed in to produce the final product.

O'Connor says that the flexibility

**CHALLENGE**

Manufacturing software designed for discrete manufacturing was not flexible enough to support operations.

**SOLUTION**

Sage PFW—a solution designed specifically to meet the needs of process manufacturers.

**RESULTS**

A business solution that perfectly matches the way Franklin Foods does business.

*"What I appreciate most about Sage PFW is the flexible structure it provides. We are able to precisely mimic our production process using the software. It handles the exceptions as well as the rules."*

—Robert O'Connor  
Manager of Special Projects  
Franklin Foods

## ABOUT SAGE SOFTWARE

Sage Software has been responding to the needs, challenges, and dreams of small and mid-sized businesses for over 25 years. With a complete range of business management solutions and services, Sage Software helps companies improve customer relationships, reduce costs, and automate and integrate a variety of operational activities. Its solutions support the specialty needs of a broad scope of industry segments, including manufacturing, distribution, construction, real estate, nonprofit, and professional services.



built into Sage PFW is what makes it work so well for Franklin Foods. The company often changes flavors during production—instead of making a batch of mixed berry flavor, it switches and makes a batch of cinnamon honey.

"Sixty to seventy percent of our cheeses are made to order," explains O'Connor, "When the customer changes their mind at the last minute, Sage PFW gives us the flexibility we need to accommodate them."

In addition, a formula may need to be adjusted based on variables such as the fat content of the milk. Sage PFW is flexible enough to allow quantities and processing steps to be adjusted to accommodate each day's unique circumstances. "Sage PFW works the way we work," says O'Connor.

### Pinpointing Costs

O'Connor says the company has benefited from the effective cost analysis and management tools now available. Comparing theoretical and actual costs is straightforward and helps identify areas in need of improvement. Franklin Foods can now account for the precise quantities used in its production, and factor in realities such as the waste associated when it switches flavors on the production line.

By monitoring the yield factors each morning, Franklin Foods is able to identify potential problems on a line early and rectify the situation quickly. A significant drop in yield from one day to the next may signal an equipment problem, for example, or may be an indication that additional operator training is needed. "By identifying areas of waste in our manufacturing process, we can work to minimize that waste—organizing our line differently, for example," explains O'Connor.

Planning and forecasting to maximize

resources is a smart business practice. Using the interactive analysis tools within Sage PFW, Franklin Foods can adjust labor, materials, and quantities and calculate how those changes affect its total product cost.

### Secure Recipe Management

Franklin Foods uses proprietary recipes and techniques in the manufacture of its specialties. Sage PFW securely tracks all aspects of the company's formulas including materials, precise quantities in various units of measure, specifications, manufacturing instructions, and more.

Flexible inventory costing and tight tracking controls throughout the software ensure that the oldest stock is used first—crucial when handling highly perishable dairy products.

### Government Compliance

Complying with government food safety regulations is a reality for food manufacturers. Franklin Foods uses best practice procedures throughout its plant, aided by Sage PFW. In addition to identifying and monitoring critical control points such as cooking, cooling, and packaging, Sage PFW provides a foolproof lot tracking mechanism for following raw ingredients from purchase point through to final sale.

### Business Intelligence

O'Connor makes frequent use of the ad hoc query and reporting capabilities within Sage PFW.

"A salesperson may ask me for a list of all our customers in the Northwest selling a specific product. I can run a quick query and email him the results. Plus I can save that query and use it over again the next time he asks," reports O'Connor.

Sage PFW provides a flexible solution that perfectly matches this process manufacturer's needs.