

Rizzo Packaging Improves Efficiency and Profitability with Automation Plus, Inc. and Sage Pro



RIZZO PACKAGING, INC.

Issues that Led to New System

- Manual processing of orders
- Incorrect processing of customer orders
- Inaccurate inventory levels
- Access to information for better decision making

Results Achieved Working with Automation Plus, Inc.

- Inventory accuracy increased 35%
- Improved accuracy of shipped customer orders by 10%
- Gained 15% in workflow efficiencies
- Able to grow without adding staff
- Opportunity for new lines of revenue
- Systemized approach to processing of orders
- Customer contact improved
- Ability to access information for decision making

Founded in 1977 by two manufacturing representatives, Rizzo Packaging started out representing folding cartons and set-up boxes for a wide range of industries. In the early 1990's, the company branched out into contract packaging as well as manufacturing easels for the picture framing and gift industry. More recently, Rizzo Packaging began packaging greeting cards and other stationery products. The growth and success of Rizzo Packaging is attributed to a commitment to service and quality in addition to building relationships with customers.

In the 1990's Rizzo Packaging enjoyed a steady growth rate of 20-30% year over year. This growth led to some challenges with their internal systems. "Everything we do is a job, sometimes it is a lot of the same thing and sometimes it is custom," said Phil Broekhuizen, Rizzo Packaging's General Manager of 12 years. "We wanted to systemize our approach to reduce the number of mistakes we made." Rizzo Packaging would often receive repeat orders that had to be written up manually. Since these orders were the same as previous orders, Rizzo Packaging's employees were spending a lot of time

writing up the same jobs with all the unique details of each order time after time. Another area that needed attention was inventory. Since the ordering process was manual, relieving inventory also was tracked manually. This was proving to be time intensive and led to inaccurate inventory levels. Access to information for decision making was also an area that needed improving.

"We knew there had to be a better way than what we were currently doing," said Phil. "We wanted to find a system that would allow us to grow and that we could implement in phases." After some initial research, Phil was referred to Automation Plus, Inc., a Sage Pro services firm. "We were instantly comfortable with Automation Plus, Inc.," said Phil. "They had a systematic approach to the implementation of the new system and the knowledge to help us make decisions on how the system should be set up. They made us think about how we would not just use the system today, but how the system would serve us in the future." Automation Plus, Inc. recommended Sage Pro for accounting, TIW for manufacturing and Unity for time collection. These three pieces



"Automation Plus, Inc. always goes the extra mile for us. When we ask for something, they always want to understand why we need what we want. This allows Automation Plus, Inc. to provide additional ideas and suggestions for us to better run our business."

— Phil Broekhuizen, General Manager

of software would integrate together to complete a solution that would serve Rizzo Packaging well.

Throughout the implementation, Automation Plus, Inc. continued to leverage their expertise at Rizzo Packaging. "They had a thorough understanding of our business. They wanted to see how we did everything so they could make recommendations for us to be more efficient, productive and profitable," said Phil.

"We were costing each of our jobs manually," reflects Phil. "As work would move from cell to cell, each person's time was captured manually. When it was done, hours were added up to determine a cost. Now we are completely automated. Work notes can be added to each cell so exact customer specifications can be met. Time is captured electronically and inventory is relieved automatically, there are no mistakes and our customer's orders are filled accurately 99.9% of the time." Additionally, overall efficiency throughout the workflow process has improved 15% since working with Automation Plus, Inc. Rizzo Packaging has the data it needs to better manage lead times and customer expectations. "We can see when a particular area is backlogged and what the effect will be on all jobs in the process," said Phil.

With a complete view of their entire operation, Phil can better manage costs associated with inventory. Rizzo Packaging no longer needs to rely on a physical count, which took a tremendous amount of time, when the system shows exactly what is on hand. "We now only carry the inventory that we need when we need it based on what stage orders

are in the system," said Phil. "This has reduced our carrying costs." Inventory levels are 35% more accurate than they were in the past.

The ability to maintain inventory accurately has allowed Rizzo Packaging to expand their lines of business. Now they are able to manage customer consignment inventories as well. This has added an additional revenue source for Rizzo Packaging.

Rizzo Packaging has relied on Automation Plus, Inc. to write reports that are used daily. "The reports give us access to the data we need to make better decisions so we can run our business more profitably," said Phil. "We also use the Customer Connect module to keep up with our customers. It is a great tool to help remind us to contact customers and follow up on quotes. We can easily turn a quote into an order and it seamlessly flows into Sage Pro." Automation Plus, Inc. also set up the ability for Rizzo Packaging to fax or email purchase orders, quotes and invoices directly from a desktop. This has saved a significant amount of time.

"With the expert guidance and leadership from Automation Plus, Inc., we have been able to grow without adding people," said Phil. "The manual entry coupled with our growth would have required us to hire at least two full-time people for the data entry alone. We are definitely more profitable today due to the automation of our system and our relationship with Automation Plus, Inc."



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