

Leading Canadian Contract  
Manufacturer Focused On  
Quality, Product Excellence  
and Regulatory Compliance

**SAP** Business One



**V**  
Vision33

# ABOUT



## Company

**Name:**

GFR Pharma Ltd

**Location:**

British Columbia, Canada

**Product:**

Natural health products

**Employees:**

100+

## Business Challenges

- Automated and integrated business processes
- Access to real-time reporting
- Scalable ERP foundation that supports custom processes
- Robust production and inventory capabilities

## Customer Profile

As Canada's leading contract manufacturer of natural health products and supplements, GFR Pharma helps businesses worldwide achieve brand success by delivering quality client care and cost-effective manufacturing solutions.

Quality assurance is GFR Pharma's lifeblood, with processes and procedures strictly followed in every business area, from formula and raw material control to finished product testing.

The company's commitment to innovation and growth led it to choose a business management solution so it could achieve greater goals and remain an industry leader.

## Visit them at

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



*To see how something was costed in the legacy system, we had to find the physical copies. With SAP Business One, we can extract this data quickly and generate reports that show the division of labor costs, material costs, and manufacturing overhead."*

*Ted Wiebe, controller at GFR Pharma Ltd.*

# Reaching the Legacy System's Limit

In operation since 1998, GFR Pharma is a privately held, full-service GMP contract manufacturer, packer, and formulation expert of natural health products and supplements. The company ensures supplements are manufactured, prepared, and stored to meet quality standards. GFR Pharma evaluates all raw materials and finished supplements to guarantee their identity, purity, strength, and composition. This prevents incorrect ingredients, mislabeled ingredient amounts, and contamination.

**The company's business model is divided up into several functional areas:**

- Quality control
- Blending and dispensing
- Research and development
- Customer service—sales & marketing
- Production control
- Packaging
- Design

GFR Pharma has experienced steady growth since 1998 and has continually invested in the latest technology and training to stay at the forefront of supplement manufacturing. The company used a legacy system to run business processes but experienced challenges with operational visibility and data capture due to rapid growth. Because of its legacy system, GFR Pharma struggled to maintain the highest levels of quality control and customer satisfaction.





*We had a really great experience working with Vision33's implementation consultants. They understood our business processes and transformed SAP Business One to fit our unique requirements, enabling us to focus on our business strategy and growth."*

*Ted Wiebe,  
controller at GFR Pharma Ltd.*

## The Challenges

### **Inefficient Inventory Management**

GFR Pharma's warehouse staff was spending too much time looking for inventory they could have found in minutes with an integrated business management system. The company also couldn't perform cycle counts efficiently. "We had to use time when production was shut down to do the counting. That was a problem," says Ted Wiebe, GFR Pharma's controller.

### **Paper-Based Business Information**

GFR Pharma's paper-based system meant hard copies of production records were required to determine production efficiency. The system also required manual data entry and had no real-time reporting capabilities, making it difficult and time-consuming to separate labor, material, and overhead costs.

### **Unreliable Legacy System**

GFR Pharma's legacy system was difficult to navigate, provided some data in a non-user-friendly format, and was cluttered with unnecessary information.

The tipping point for new software came when the system started crashing periodically, causing downtime—a huge business risk.





# The Solution: SAP Business One

After deciding it was time for an integrated enterprise resource planning (ERP) system, GFR Pharma researched several solutions. To continue providing the highest-quality customer service, GFR Pharma wanted a solution that offered:

- Access to real-time information
- Lot number traceability
- Flexible bill of materials (BOM)
- Custom reporting in multiple areas of the business
- Warehouse management capabilities

GFR Pharma's controller, Ted Wiebe, recommended SAP Business One. He had experience with SAP Business One at other companies and understood its value for growing businesses, including advanced reporting tools and seamless inventory management capabilities for manufacturing companies like GFR Pharma.



After implementing SAP Business One, GFR Pharma could access its business data immediately. The integrated platform allows the company to track and control everything, from reporting in its dispensing operations to product quoting to customers. GFR Pharma uses SAP Business One to improve its daily operations.

### **Operational Visibility and Real-Time Reporting**

GFR Pharma can access real-time information and custom reports for all its business needs. The company can extract data quickly without sacrificing accuracy, and the reporting functionality allows GFR Pharma to track and split costs more effectively. Identifying material, labor, and overhead costs has given GFR Pharma a more accurate view of the business. As the controller, Ted Wiebe has full access to financial information and reports and the autonomy to drill into the data.

### **Automated Systems and Production Accuracy**

SAP Business One has helped GFR Pharma maintain the highest levels of quality control by integrating critical processes. On the production side, operators must use a lot number for each product. With the legacy system, lot control required numerous supervisor double checks to ensure accuracy. With SAP Business One, the lot control process is automated with wireless tablets and scanners that instantly update records.

### **Manufacturing Efficiencies**

Vision33 worked with GFR Pharma to customize several of its unique functional areas—especially dispensing operations and quality control. In its dispensing room (see below), powders are weighed and dispensed as per the products' master formulas. The environment is challenging because it must be temperature-controlled and has a lot of dust, which usually shortens a computer's life. But Vision33 implemented a custom touchscreen application, where the operator follows the procedure on the screen and updates the production dispensing function at regular intervals.





*This photo was taken from one of the dispensing rooms at GFR. The black box on the wall is a computer with an embedded touchscreen. The box is dustproof and waterproof, connected to a Datamax label printer, and has a wireless scanner attached to it. The blue screen is a touchscreen. The SAP Business One solution is used without a keyboard (when necessary an on-screen keyboard appears).*

## A Future Built on Innovation, Service, and Quality

With SAP Business One, GFR Pharma is positioned to remain a respected Canadian health products manufacturer—and for growth into international markets.




## Working with Vision33

To use SAP Business One to its fullest potential, GFR Pharma partnered with local SAP Gold Partner Vision33 for the implementation. For GFR Pharma, the value of working with Vision33 is access to the experienced technical resources GFR Pharma needed to customize and align SAP Business One with its unique business needs.

**“** *We had a really great experience working with the implementation consultants. They understood our business processes and transformed SAP Business One to fit our unique requirements, allowing us to focus on our business strategy and growth.”*

*Ted Wiebe, controller at GFR Pharma Ltd.*





Vision33 transforms business processes and results for customers by delivering value through the promise of technology and its benefits for growing businesses. For over 30 years, Vision33 has helped companies integrate and automate their business processes and applications to better serve their customers, employees, and stakeholders. The technologies may have changed drastically in 30 years, but Vision33's mission has never wavered.

With over 1,000 customers worldwide, Vision33 helps manufacturers, distributors, service firms, and SaaS businesses outperform their competition and lead their industries with successful technology investments.

With nearly 500 employees, Vision33 offers product expertise, business experience, and innovative technology leadership. Whether a global company with 100 subsidiaries or a small business, Vision33 works alongside every customer to meet their goals.

Vision33 also has formal partnerships to resell, implement, and support leading ERP applications, is a leader in cloud deployment, and has developed exclusive products, including Saltbox (saltbox.io) and iDocuments (idocuments.io).

*For more information about Vision33, visit [www.vision33.com](http://www.vision33.com).*

**Contact your nearest Vision33 sales office to discuss how we can help transform your business.**

**United States**

7545 Irvine Center Drive,  
Suite 200  
Irvine, California 92618  
Tel: +1 949 420 3300  
contact@vision33.com  
[www.vision33.com](http://www.vision33.com)

**Canada**

210 Water Street, Suite #400  
St. John's, NL A1C 1A9  
Tel: +1 709 722 7213  
contact@vision33.com  
[www.vision33.ca](http://www.vision33.ca)

**Europe**

1 Heathgate Place, Unit 1  
75-87 Agincourt Road  
London, NW3 2NU  
Tel: +44 (0) 20 7284 8400  
contact@vision33.co.uk  
[www.vision33.co.uk](http://www.vision33.co.uk)

