

Kenmore Label and Tag

Meeting the growing sales demand with SAP Business One®

“ SAP Business One is such a robust system. While it runs our daily operations, we can focus more of our time and energy on other areas of the business such as production, sales and purchasing. ”

Gina Flinchbaugh, General Manager
of Kenmore Label and Tag

Company

KENMORE
Label & Tag

Name: Kenmore Label and Tag

Industry: Printing consumables, labels and tags

ERP System: SAP Business One®

Employees: 8

Locations: Solon, Ohio

www.kenmorelabel.com

Summary

- 10% growth in sales, 5-10% increase in order accuracy rates, and doubled the number of orders processed
- More efficient sales ordering process led to an increase in the number of orders processed daily
- Ability to identify and manage revenue opportunities with advanced CRM
- Single, transparent view of operations and inventory across multiple locations
- Robust solution allowed the company to work more effectively and efficiently

Customer Profile

Founded in 1985, Kenmore Label and Tag is a full service, one-source manufacturer and supplier of labels, tags, forms, thermal printers, ribbons and printer cartridges for customers throughout North America. Customers requiring quick turnarounds, vendor-managed inventory or online ordering for multiple SKU's rely on Kenmore for its ability to satisfy a wide range business needs. Kenmore Label & Tag is located in Solon, Ohio and services a wide variety of markets in the industrial manufacturing and distribution areas.



Pictured above from left to right: Gabe Kessler of Vision33; Adam Flinchbaugh and Gina Flinchbaugh of Kenmore Label and Tag

The Challenge

Before SAP Business One, Kenmore Label and Tag used Sage BusinessWorks to manage their entire business operations. As the customer base grew, they received more and more sales orders that their existing business management system weren't equipped to handle.

On the inventory side, the growth of the business also impacted their ability to manage the rapidly increasing number of parts, inventory and in-house production activities - all of which required better control and processes.

This ultimately affected other aspects of their business operations including inventory control, sales and purchasing reporting, part histories and quoting systems.

The Solution

Compared to other applications on the market, SAP Business One has the most comprehensive features for Kenmore Label and Tag's growing business needs. Gina Flinchbaugh, General Manager of Kenmore Label and Tag says, "We decided on SAP Business One as our ERP solution of choice. SAP Business One has all the business components that we need from inventory, reporting and to sales, in a single solution."

Now that its processes are tightly integrated with SAP Business One, Kenmore Label and Tag is running its business as efficiently as it had envisioned. The most dramatic change has been in the company's ability to manage their in-house production and inventory.

In addition, Kenmore Label and Tag has grown and evolved as a company since implementing SAP Business One. They have witnessed a business improvement of 10% growth in sales, 5-10% increase in order accuracy rates but most importantly, their order processing has improved dramatically from 10-15 customer orders daily to 20-25 customer orders daily.

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Gina Flinchbaugh, General Manager of Kenmore Label and Tag

Working with Vision33

Kenmore Label and Tag knew that SAP Business One was only part of the equation to transform its internal business processes. To bring the company into the next stage of growth meant choosing the right partner to fully leverage its investment in transformative SAP Business One.

After evaluating several software partners, Kenmore Label and Tag chose the number one global SAP Business One implementation partner, Vision33 for the job.

During the project, Vision33 gained a thorough understanding of the business and their expectations from the project and future aspirations for their business management system.

“The consultants at Vision33 are very experienced. They have the flexibility to implement and customize parts of SAP Business One that were critical to our company needs. We knew that our business was in good hands,” adds Flinchbaugh.

Outlook for the Future

The streamlined processes that have come out of the implementation are in place and running smoothly for Kenmore Label and Tag. “With SAP Business One, we can now focus on other areas of the business such as production, sales and purchasing as we are confident in our current system,” says Flinchbaugh.

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