



# Berner Food & Beverage

## Berner Manages the Enterprise to Maximize the Return

### CASE STUDY

#### Customer Details

Berner Food & Beverage  
[www.bernerfoods.com](http://www.bernerfoods.com)

#### Industry

Food & Beverage – Dairy Products

#### Aptean Solution

Aptean Ross ERP

#### Challenges

- Increased food safety and quality requirements from regulatory agencies and customers
- Scalability of software systems to support growth into new markets
- Maintaining lean manufacturing practices to sustain profitability
- Gaining visibility into critical operational data

#### Benefits

- Full compliance with the Bioterrorism Act of 2002
- Reduced time needed to complete mock recalls from one day to 30 minutes
- Reduced overall operating costs by 5%
- Decreased stock outs by 99%

Founded as a family-owned business more than 60 years ago, Berner Food & Beverage has built a reputation as a high-quality contract manufacturer of Swiss cheese for companies like Alpine Lace. In 1988, after noticing a void in the processed cheese arena, Berner built its first processed cheese plant and began mass producing a private-label cheddar cheese sauce akin to Cheez Whiz. Today, Berner is the dairy industry's leading private-label manufacturer of premium, processed cheese sauces, spreads and toppings.

## Challenges

As a food manufacturer, Berner needed to meet evolving regulatory and customer requirements for food safety and quality. As a result of Current Good Manufacturing Practices (cGMP) and increased regulatory scrutiny from the Food and Drug Administration (FDA), United States Department of Agriculture (USDA) and other government agencies, Berner needed a proven system to ensure compliance with numerous different regulations, such as the Bioterrorism Act of 2002. In addition, the company needed a broad-reaching technology infrastructure with the flexibility to help the company enter new markets, such as consumer packaged goods, all while supporting Berner's lean manufacturing practices. As a private-label manufacturer, Berner constantly battles tight margins, necessitating maximum efficiency, visibility and productivity in its manufacturing operations.

## Solution

To successfully manage these challenges, Berner turned to Aptean's Ross ERP. Ross' expertise in serving food processors ensured that Ross

ERP met Berner's specific needs such as quality control, regulatory compliance, food safety and profit margin improvement. Ross ERP also provided the technology foundation needed by a rapidly growing private-label manufacturer. Finally, Ross ERP's focus on mid-market manufacturers and, in particular, small and medium-sized businesses met Berner's need for a rapid implementation with minimal customization throughout the life of the applications.

"The implementation team was experienced and well-versed in working with food processors, so we had short and painless implementations and faster time-to-benefit," said Troy Grove, Director of Business Technology for Berner Food & Beverage.

Berner began its relationship with Ross with the implementation of Ross ERP for its manufacturing operations, quality control, supplier management, financial and regulatory management. Later in the year, the company upgraded the underlying Ross ERP technology foundation to include Ross ERP's Internet Application Framework, with no disruption to application users. This upgrade provided Berner with a Web-based infrastructure as the standard for all Ross applications, eliminating client-installed software and enabling browser-based access for users.

Six months later, Berner moved from a one- to three-shift operation and added Ross ERP Data Collection to gain access to real-time data accurately depicting the manufacturing cycle and improving visibility into inventory and production processes. Finally, in an effort to better serve its customers, Berner added Ross CRM to ensure that customer demand was being accurately captured and to improve communication between the sales and production teams.

## Results

Ross ERP has given Berner the tools needed to meet the food safety requirements of the federal government, as well as all of its customers. With the functionality of Ross ERP, Berner fully complies with the record keeping and traceback requirements of the Bioterrorism Act of 2002. The lot traceability, recipe management and quality control applications provide the data and functionality required by Section 306 of the Act. This level of accountability and tracking, which includes the source and movement of all

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**Troy Grove**

Director of Business Technology

raw materials, the process by which product was produced and destinations where all product was shipped, is a fundamental part of Ross ERP. With this comprehensive solution, conducting mock recalls at Berner went from an entire day to 30 minutes.

"The food manufacturing-specific functionality is a must, since we need to meet FDA and HACCP regulations and strict quality control mandates from our customers," said Grove. "We are already in a position to comply with the Bioterrorism Act as well. Attribute tracking in Ross ERP allows us to monitor quality and product attributes uniquely for each batch or lot, and make sure that we are delivering products that will meet the expectations of each customer. With full lot tracing, we can determine the disposition of any raw ingredient, throughout production and distribution of all finished products, and quickly contain the scope of a potential recall."

In addition, Ross ERP has allowed Berner to remain a competitive option for grocery retailers by creating new efficiencies critical in private-label manufacturing. The company has reduced overall costs by 5 percent through increased production throughput, facility consolidation, improved product quality and more robust inventory tracking capabilities.

Berner has also built stronger relationships with its customers through improved product quality and increased on-time delivery. Berner has reduced stock outs by 99 percent, and customer complaints due to quality issues have gone down dramatically.

Berner has also increased inventory visibility and accuracy and improved inventory tracking through the use of Ross ERP Data Collection. By automating manual operations with bar code scanning, the company went from having a 14-hour lag time between completing a production cycle and updating the inventory, to a real-time process, enabling product to get to customers faster and more efficiently. In addition, Berner can now locate product in its warehouse in real-time, compared to the 30-minute to one hour window required before, and total product review has been reduced from three days to four hours.

In addition to the business benefits afforded by the Ross applications, Berner has also leveraged the Internet Application Framework to reduce system administration and maintenance overhead by 96 percent. With server-based maintenance, upgrades are now measured in hours instead of days and system enhancements installed on the server are instantly available. Users now have personalized browser based interfaces that provide secure access to all of Berner's enterprise systems from any PC with an Internet connection."

## Aptean Ross ERP

Aptean Ross ERP is a next generation Enterprise Resource Planning system for growing, mid-market food and beverage, specialty chemicals and pharmaceutical/bio tech organizations. It supports and transforms the enterprise with specialized capabilities that reduce costs, increase efficiency, and provide compliance for organizations. Ross has been designed with best business practices to support your unique requirements and processes. With Ross, you'll also benefit from flexible deployment options, including SaaS and on-premise.

Interested in learning more about Aptean's Ross ERP? Please contact your account manager or email us at [info@aptean.com](mailto:info@aptean.com).



Aptean provides very specific industries with very specific ERP, supply chain management, and customer experience solutions. In today's fast-paced, highly competitive economy, organizations don't have time to waste forcing homegrown software, spreadsheets, and one-size-fits-all solutions to do things they were never designed to do. Aptean is on a mission to end those workarounds – with industry-specific solutions instead of generic software, expert support instead of making you go it alone, and a steady influx of new ideas instead of the status quo. For more information, visit [www.aptean.com](http://www.aptean.com).