



Sage 100 ERP Manufacturing & Distribution

CLIENT SUCCESS STORY

ISM Brings A Sweet Solution To Moonstruck Chocolate Company

Moonstruck Chocolate Company's chocolate collection is nothing short of decadent. Since 1993, the chocolatier has been handcrafting exquisite confections. From its five cafés in Portland, Oregon, to specialty retailers, to internet shoppers, Moonstruck Chocolates are finding their way into the hands and mouths of consumers around the country. Moonstruck Chocolate Company trusts its operations to one business partner and one ERP solution—ISM and Sage 100 ERP.*

Scales To Meet Growing Needs

"When we started out, we were a very small business. We knew we didn't want an overly-complex program, yet we didn't want to buy an entry-level application that we would have to replace when we grew larger," explains Shannon McKinney, director of finance for Moonstruck Chocolate Company. "We chose Sage 100 ERP because it represented an ideal combination of scalable functionality and ease of use. And ISM has been our technology partner from the very beginning."

The company started out using just the core accounting modules. Several years ago, as rapid and continued growth required more formalized control over production and distribution, ISM implemented the manufacturing suite and custom eCommerce integration. "We needed better control over our costs," recalls McKinney. "We were not capturing the actual costs involved in our manufacturing process. Many costs were not being recorded and therefore no one really knew whether a particular item was profitable or not."

Accurate Cost Control

ISM provided advice and assistance during the implementation of the Work Order and Material Resource Planning (MRP) modules. The results were transformational. "We now are able to compare the actual cost of each production run to the standard costs through the variance reports. If our costs are higher than expected, we can identify where the problem lies and work to correct it," says McKinney.

*Sage 100 ERP was named Sage ERP MAS 200 when Moonstruck Chocolate Company initially implemented this solution. Product names have been updated in this case study to reflect current naming.

Client
Moonstruck Chocolate
Company

Industry
Manufacturing/
Distribution

Location
Portland, Oregon

Number of Locations
6

System
Sage 100 Advanced ERP

CHALLENGE

Moonstruck Chocolate Company sells high quality, perishable items so an efficient manufacturing and distribution system is imperative.

Solution

Since its inception, Moonstruck Chocolate Company has relied on Sage 100 ERP and Sage Authorized Partner, ISM. The company has added new modules and functionality as it has grown.

Results

Through accurate forecasting, peak staffing levels have been reduced by 40%. Accurate cost tracking ensures the profitability of each item sold.



About ISM

ISM provides valued solutions and world-class service with honesty and integrity to our partners and clients through the continued training and professional development of our diverse team of consultants and staff.

ISM works with the award-winning Sage solutions. In addition, ISM provides a wealth of customized solutions for the Sage product community to both our large client base and the large Sage Reseller channel.

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“In addition, the impact of changes in the process or the bills of material can be measured instantly. This kind of current, relevant, and accurate information helps us make better business decisions.”

The MRP module helps Moonstruck Chocolate Company accurately forecast its sales and ensure it has sufficient stock to fill every order, particularly during the annual holiday rushes. “Our products have a short shelf life. If we make too much, it’s wasteful, if we don’t make enough, we could lose sales,” McKinney says. “We now have the information we need to accurately forecast demand.”

Before it began using the MRP module, the company tended to overstaff during its peak seasons. “MRP shows us what we need to produce and when based on orders, lead times, and sales forecasts. We use the information from MRP to make intelligent staffing decisions. We have the confidence to eliminate just-in-case overstaffing. As a result we have been able to reduce our production staffing by as much as 40 percent,” McKinney says.

eCommerce Is Booming

Moonstruck Chocolate Company ships its confections to customers around the country. Many of those orders come through the company’s web store powered by a .NET based shopping cart and a custom application that leverages the Business Object Interface for Sage 100 ERP. “We have been using our eCommerce solution for over five years,” says McKinney. “Credits cards are validated and the authorized orders are then automatically created in the Sales Order module. We use a UDF (user defined field) to hold our customers’ gift messages and the message is printed on a

gift card that is enclosed in the shipment.”

Sales orders are printed in the warehouse, where staff pick, pack, and ship them. Barcodes on the picking sheets speed the process and ensure accuracy. “It is a very efficient process, and ISM was a big help fine tuning this operation,” says McKinney, “We can ship upwards of 800 boxes a day now. The invoices are created as part of the shipping function, so accounting simply needs to review and update them.”

Corporate-Wide Solution

The company’s CEO relies on the Business Insights Explorer module to gain instant visibility across the business. Metrics including top customers, open sales orders, and best-selling items are continually updated and displayed on screen.

“The whole company uses Sage 100 ERP in some capacity,” concludes McKinney. “Even our café managers can log in and run reports relating to their location. It is truly a corporate-wide solution for us—one we depend on every day.”

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