

A Radius Solutions Case Study



Master Packaging

How Master Packaging Makes Progress Leveraging A State-of-the-art Business Information Management System.

Solution Snapshot

Challenge: Implement a sophisticated, state-of-the-art technology solution that ties together all of its operations, supports future business growth, and delivers 20/20 foresight via business intelligence for decision-makers across the organization.

Solution: PECAS Vision ERP software from Radius Solutions, a single, integrated information management system that automates all business processes, integrates data across all operations, reduces and controls costs, optimizes scheduling, improves inventory management, and provides full visibility into all aspects of business operations.

Benefit: Gained agility through better business visibility and processes, reduced risk by achieving zero variance in bank inventory audits, created new opportunities and built an infrastructure that can support double digit revenue growth

Running a Solid Business with Radius Solutions



“Managing your business is hard... that is why they call it work.” But, says Jon Madigan, Vice President of Operations at Master Packaging, if the outcome of your work is a stronger, healthier and more competitive business, then the effort was well worth it. Madigan should know; he has focused diligently to ensure Master Packaging operates as a fully automated and streamlined business with access to real-time business intelligence at every level of the organization.

Since 1961, Master Packaging has delivered quality packaging for clients across a multitude of markets and geographical areas. The company was using a software system primarily developed to manage financials, leaving many processes to be managed manually. Running a modern and competitive business requires the use of modern and competitive tools. With this in mind and an ongoing mission to provide the highest level of customer service, quality and attention to detail, Master Packaging sought a sophisticated, state-of-the-art technology solution. Its goal was to implement a single, fully integrated information management system to tie together all of its operations while providing scalability to support ongoing double digit revenue growth. Robust financials, real-time shop floor capabilities and easy access to a consolidated view of its company performance were also important factors in the decision to deploy a new system.

Surviving the Blender - The Software Selection Process

Master Packaging knows that quite often the success or failure of a modern business is inextricably tied to its technology infrastructure. "Choosing a new application partner was a very serious step for us. We spent the better part of two years evaluating over 20 ERP providers and then put the top contenders in a blender to see who survived. There was no contest; Radius Solutions emerged as the clear choice. They have far more experience in the packaging space than any other ERP provider. This experience combined with their state-of-the-art system would dramatically improve our business."

PECAS Vision is a fully integrated ERP/MIS system developed to manage the unique business information management needs of packaging and printing companies worldwide. Madigan says the fact that the PECAS Vision solution is built on the Progress OpenEdge business application development platform was a critical factor in their decision. "In my opinion, the OpenEdge-based solution met all the requirements of our business sector better than any other platform out there. It offers the flexibility we need to integrate with our other Microsoft-based systems. And we have found that we don't need a costly fulltime database administrator unlike Oracle or SAP solutions. Radius Solutions' system is significantly less expensive than the other Oracle or SAP-based solutions we looked at, and the OpenEdge-based solution has the ability to easily scale as our business grows."

Well Worth the Effort

Master Packaging implemented the complete PECAS Vision Suite, and today the system is used by all company personnel from delivery drivers to the company's CEO. "We were able to begin billing and shipping the very first day the system was installed," said Madigan. Since implementing PECAS Vision, Master Packaging has automated every business process and integrated data across all of its operations. Benefits have been realized at every level of the organization.

Managing inventory with precision: With complete visibility into its inventory, Master Packaging has achieved 100% accuracy. "Our orders are complex and sizes can range from 10,000 to 150,000 feet. I now know exactly how much material and film I need to complete an order and how many orders can be filled using one roll of film. I am able to manage my work in progress (WIP) inventory with such accuracy that the bank will even lend us money against our WIP – that is truly significant."

Real-time access to information: Updates to the system are all live and the status of every process is available in real time. "Before PECAS Vision we lacked visibility into our operations, now we now have real-time visibility into every aspect of our business."

For example, employees now know the moment an order has been completed, previously it took 24-48 hours to find out that information. We have substantially improved our on-time shipments as a result.”

Business intelligence at its fingertips: PECAS Vision’s reporting tool drives decision-making across Master Packaging’s entire operation. “In a heartbeat I can see what jobs I ran, their status, how much was produced, what percentage was complete, and any issues are automatically flagged. Before PECAS Vision, generating that kind of report was a manual process, done via Excel.” The company currently has over 100 reports that are queried by 60 people. And employees are able to develop, modify and generate reports on their own without the help of Radius Solutions.

Madigan says the performance reporting has been invaluable, substantially improving efficiency and productivity levels. “Using one of our reports we determined that 50% of our manufacturing employees were producing 80% of the work, and the other 50% of the employees were only producing 15% of the work. With PECAS Vision we have a quantitative way to measure success. Today each employee has a speed chart and a productivity chart so they know – and we know – exactly how they are measuring up.” Some employees have significantly improved their performance and consistency as a result.”

Master Packaging now has the agility to make quick adjustments to its business or processes to maximize operations. “Looking over one report I saw that when comparing two similar jobs, one took twice as long as the other to complete. We found that the discrepancy was due to a technical issue, and within one day we had the problem resolved.”

Anytime, anywhere access: Whether it is with an iPhone at the mall or a personal computer at home, employees can access the Web-based system anywhere, anytime. “There is nothing you can’t do remotely. I can run my business from any location 24/7 – that is incredibly powerful. The other day a driver came into the office with film for an important job. Everyone had gone home except for one person. From my hotel room I was able to receive in the film, print labels on the office printer, and the employee labeled the film and completed the job. The entire process took seven minutes.”

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Madigan says PECAS Vision has truly revolutionized the way Master Packing now does business. “Our experience with PECAS Vision and with Radius Solutions has been excellent. When I reflect back on the evolution of this project and look at what I got for the effort, I know the effort was well worth it.”

Radius Solutions

Radius Solutions is a leading provider of global, integrated business information management systems and services, for the packaging and printing industries. With more than 30 years of experience and focus, Radius Solutions' PECAS Vision software has become an industry standard for leading converters wanting to streamline operations, respond more quickly to customer needs and gain immediate access to critical business information. Radius Solutions is headquartered in Chicago, Illinois, with offices in several countries around the world. For more information about Radius Solutions please visit: www.radiusolutions.com.



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