

# Carter Paper and Packaging Wraps Up Success with PositiveVision and SYSPRO



## Case Study



### Challenge

Carter Paper's business was expanding, but their old system didn't have the flexibility to support growth. The company needed systems that talked to each other including an ERP with better inventory controls, an online shopping cart to serve both wholesale and retail customers, and better sales tools.



### Solution

PositiveVision implements SYSPRO which integrates with Nomad eCommerce for an all-in-one website and shopping cart platform that enables seamless sharing of data.



### Results

Carter Paper has eliminated dual data entry, reduced inventory variances, and improved business processes. They are now able to add new customers and extend their reach nationwide.

## Carter Paper and Packaging Wraps Up Success with PositiveVision and SYSPRO

Carter Paper was established in 1954 by Prentiss and Thomas Carter to provide paper and packaging supplies in the Peoria, Illinois area. Today, Carter Paper occupies a 55,000 square foot facility and sells product not just from their distribution center, but also through online shopping to reach surrounding cities and states. Paper is not going away, and packaging is a big growth area in today's consumer climate—cartons, boxes, tape, bubble wrap, and more are in high demand.

Carter Paper and Packaging believes in building strong, authentic customer relationships whether big or small. Their clientele ranges from large

manufacturing corporations to retail customers who walk into their facility to purchase supplies. Carter Paper and Packaging focuses on continuously improving its high-quality performance. Their primary goal is to satisfy customer needs by providing products that fulfill their requirements and expectations in a cost-effective manner. But being around for 67 years and counting, the changing consumer climate as well as the significant growth that the company has seen, meant that they found themselves needing to make some internal improvements to keep up with their mission.

### An Old and Clunky System Inhibits Modern Functionality and Growth

Carter Paper and Packaging was growing but its legacy ERP system could not expand with them. Chris

Clark, General Manager of Carter Paper describes it as "old and clunky." It didn't have the functionality Carter needed to best serve its customers and it couldn't be customized easily.

In fact, its limitations meant that employees could not do business processes efficiently, making for constant employee headaches. Some tasks—like inputting direct orders—were so difficult, only one person knew how to accomplish it. They could not easily search for items, customers, or vendors by name. New fields could not be added. Many tasks were tedious and paper-based such as needing to print, sign, scan, and email a purchase order rather than sending an email directly from their PCs.

In the warehouse, it was impossible to get the information they needed. They couldn't determine the bin

# "Their customer service is *phenomenal*."



locations of items or status of orders. Repeat orders were entered every time by keying information from a paper copy.

Salespeople were also frustrated. The sales team needed better tools for reordering, future price changes, contracts, and more.

Additionally, communication between their systems didn't exist. Because the ERP system wasn't integrated with the e-commerce website, it often reflected inaccurate inventory availability.

Old and clunky, indeed.

Something needed to give. The company management began looking for a new software system that could better fit their growing needs.

## **Carter Chooses SYSPRO and PositiveVision**

When Carter Paper found SYSPRO, they were intrigued by what the ERP had to offer. SYSPRO had the capabilities they lacked in their existing system—to conform to the needs of the company, no matter how unique. The functionality that SYSPRO showed was far more extensive than what they'd been working with and the other ERP systems they considered.

Carter Paper began to work with Bob Baran and Nicole Sherman from PositiveVision, Inc. to implement SYSPRO.

"SYSPRO's range of capabilities and the presentation by PositiveVision is

what sold us," said Chris Clark, General Manager of Carter Paper.

The implementation process went very well. Beyond ordinary hiccups and any new system experiences, everything has run smoothly and efficiently. And for those hiccups? PositiveVision has been there to get them through it every time. The biggest issue Carter had with the implementation process was that their legacy system was designed in a way that it would not allow for any type of automatic transfer of data. This resulted in a massive project of manual data entry to get the data transferred but, "Nicole [of PositiveVision] went above and beyond in helping us move data from the old system by being on-site with us to get it done."

"Their customer service is *phenomenal*. They were very good about quick response and turnaround time. If PositiveVision didn't have an answer readily available, they would find it for us," said Chris; "Better yet, Bob and Nicole are very good about transferring knowledge to us so we can learn to customize reports and fields on our own."

## **Taking Paper, Time, and Costs Out of the Process**

Carter Paper and Packaging may sell paper, but that doesn't mean they wanted to use paper and inefficient manual processes. After using SYSPRO for the past two years, Carter has seen significant reductions in wasted time.

One of the more dramatic results has been seen in the AP (accounts



### **Company:**

#### **Carter Paper and Packaging**

- Peoria, Illinois
- Retail and Wholesale Sales and Distribution
- 55,000 Square-Foot Distribution Center
- Family-Owned since 1954

### **System Profile:**

#### **SYSPRO**

- Financials: AR, AP, Cashbook, GL
- Sales Order
- Purchase Order
- Inventory
- MRP
- Trade Promotions
- CRM
- Quotations

#### **Nomad eCommerce**

"PositiveVision is very reliable, knowledgeable, and they go above and beyond."



payable) department: Invoice processing time has reduced from an average of 5-7 minutes per invoice to now 1 minute or less for each! Other time-saving automations include being able to copy and edit an old sales order to create a new one, simplified item setup, and custom reports that eliminate the need for spreadsheets. Automatic data transfer between SYSPRO and Nomad eCommerce eliminates data silos and time spent tracking down inventory levels or manually inputting orders.

"Carter Paper has eliminated dual entry and now all the systems are connected and communicating with one another without manual input," said Bob Baran, PositiveVision Founder and CEO. "All the systems are automatically synched every 10 minutes, so that needed information is always up-to-date."

That is the kind of time and cost savings Carter needed.

### **Adding Functionality That Delights Customers**

With improved business processes, Carter Paper can focus more on their growth and delighting their customers.

SYSPRO is user friendly and has extensive functionality allowing Carter to provide personalized service to their diverse set of customers. For example, the new system is dynamic and flexible, allowing for custom form fields to be added and used throughout the system, and its inventory query allows the warehouse to see all the data in one screen and dig into the details if needed. Carter can tailor their items to their way of doing things because SYSPRO is very accepting of customization—which Carter needs due to their growth.

It's a versatile system that works well for them and is very easy to learn. "We can train a new employee quickly and get them up and running 3-4 times faster than with the old system," said Chris, "We've trained somebody in

less than two weeks to be comfortable in all functionalities of the system."

Another astonishing result is the ease of being able to build customer profiles in less than five minutes. Prior to the implementation of SYSPRO, Carter's walk-in customers were all processed from the same cash-profile, but now, every individual, whether walk-in or e-commerce, has their own profile, making it easier to grab historical information.

### **Ready for Future Growth**

Carter Paper is leaping forward in their growth and service thanks to the ease, flexibility, user-friendliness, and support from PositiveVision and SYSPRO.

"PositiveVision is very reliable, knowledgeable, and they go above and beyond," said Chris. "They're very open to unique business situations and operations. They're very good at adapting to companies that aren't cookie-cutter. They're accessible, have industry knowledge, and are great problem-solvers."

### **About PositiveVision**

Positive Vision is one of the leading providers of affordable information technology software for manufacturing businesses in the greater Chicago area. Our expertise lies in streamlining systems and processes to maximize your business technology. We offer expert advice, project management, training, and technical support so that your business objectives can be met in the most effective manner possible. Positive Vision's consultative approach recognizes that each organization is unique. The team at Positive Vision is well trained and experienced in learning each client's business to provide a tailored solution. We value honesty and integrity above all else, and at all times operate with your business objectives in sight.

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