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With this in mind, FloraCraft's management team realized that its existing technology couldn't keep up with the needs of customers. The company's legacy system consisted of an MXP ERP that delivered printed financial and production reports which were simply sent for filing. They also used WHSe-LINK from Interlink Technologies to manage their warehouse operation, updating data to MXP with a lag time of five minutes. Their inventory wasn't serialized, leading to inaccuracies that were exacerbated during the transmission of data between the two systems.

All in all, FloraCraft was existing with a very limited view of its real operational capabilities and financial status—but what was the answer? Technology. Scatena explains: "We view IT as core to our business and want to truly leverage its capabilities to improve process, create competitive differentiation and help grow our business."

So the team embarked on selecting a new ERP that could provide a single view of their business end-to-end from the moment raw materials were delivered to the moment financial reports were produced.

"We undertook a thorough review of our options, going to demos of alternative ERPs including Epicor, NetSuite and Microsoft Dynamics," says Scatena. "Ultimately Plex was a much better match for us. It had all the processes we needed integrated into one solution. And when we saw it running in production environments at Plex customer sites as well as another manufacturing company, Whitehall Industries, across town, we decided it was the perfect fit for us."

In particular, FloraCraft liked the fact that the Plex Manufacturing Cloud was a true cloud solution. Every user worked with the always-current version of the software so there were no issues with version control or functionality gaps. "We only have two IT folks at FloraCraft so not having to manage additional servers and software is a real bonus for us, as is the minimal overhead required to upgrade versions or manage ERP licensing!"



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Knowing what a significant change this deployment would make to their operations, and recognizing the low margin/high volume nature of the business, the FloraCraft management team designed a testing and training plan specifically to mitigate risk, make cutover completely seamless and protect production integrity.

Scatena describes what happened: “We decided to bring the Time & Attendance module online first so that HR, supervisors and employees could get used to the software. Following this, we tested how some of our most complex processes would work, learning each new module with our project manager at Plex. We figured if the application worked seamlessly to deliver products that require up to six steps everything else would be a breeze.”

“This testing phase actually gave us some unexpected benefits,” states Scatena. “It allowed us to tear up our old processes, get rid of old habits and start over. As we built up the layers of complexity by testing Plex across the business, from receipt of goods to shipping and invoicing, we often uncovered opportunities to enhance the way we work.”



This efficiency has resulted in an increase in FloraCraft SKUs placed with Walmart by an incredible 60%.

since FloraCraft has seen a 60% increase in revenue with 0% increase in labor hours.

is another measure Walmart uses, which FloraCraft meets using the serialized inventory capabilities in Plex. It has 160 SKUs with Walmart, in high volumes, and now has the ability to track all of its inventory, which helps to ensure Walmart gets the right product at the right store. Plex has helped FloraCraft to increase fill rates from an excellent 99.35% to an even better 99.7%.

Q is critical in mass markets so it is vital to have the right UPC number on a product. Plex forces production staff to scan and verify UPC codes within the manufacturing process. Before Plex they had undertaken manual verification, which was unsurprisingly subject to mistakes given that FloraCraft holds 3,500 SKUs. With Plex, verification is 100% perfect.

, part of the Plex HR module, ensures that all information concerning staff is in one place. Supervisors can also get a view of how their people are performing and share that insight with the HR team.

is crucial in organizations such as FloraCraft that run a low margin, high volume business model. In the past, the firm could generate financial statements but their accuracy was questionable it was impossible to capture purchase price data or manufacturing variances. "With Plex we can capture variances and this has now made a difference to profitability. Before Plex, our costs were best guesses and we'd factor that with as much actual data as we could manually collect. Now with Plex we have more accurate costing data, which allows us

