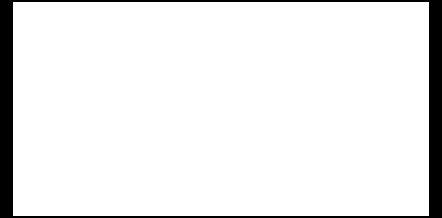


CASE STUDY

AARON THOMAS COMPANY

Aaron Thomas Company is a full service contract packaging



As a fast-growing contract packaging company, Aaron Thomas Co. recognized that its customer relationships are a great competitive weapon. But to maintain such rapid growth, the status quo of legacy applications, paper and manual processes just weren't going to cut it any more.

Aaron Thomas Company had one eye on securing its future growth and the other on maintaining its performance levels and quality.

This is something that has earned the company accolades such as "Contract Manufacturing Supplier of the Year" – and in 2017, Aaron Thomas Company set out to find an ERP that could help solve some of its most pressing business challenges.

Packaging up quality, transparency and agility

Dealing with customers in highly regulated industries like food, nutraceuticals and pharmaceuticals, Aaron Thomas needs to track 100 percent of their inventory at all times. And as a contract packager, customers fully rely on them for centralized inventory.

Unboxing the Plex Manufacturing Cloud

As with any successful contract packager, the connections Aaron Thomas makes with its customers are absolutely critical - reliable access to real-time information is mission critical. With the cloud ERP model, the web-based customer portal proved a competitive weapon, allowing customers to virtually run themselves while also freeing resources for Aaron Thomas. "It reduces the number of calls we get exponentially," says Aaron Bacon, sales and marketing representative for ATCO.

"Customer portals allow clients to manage their inventory on site and do their ERP planning based on our inventories, production schedules and finished goods. They now have access [to] a majority of the information they would have once gotten from a sales rep directly through the system."

Quality and traceability also remain top priorities given the regulated industries Aaron Thomas' customers compete in. The ability to integrate quality check sheets into the production run was a top priority. FDA mandates also mean Aaron Thomas must meet with very short timelines to comply with any recalls requested by its customers. Tracking and traceability needed to be streamlined to be executed in a matter of minutes rather than days – no small feat

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