

NexTec Group and Microsoft Dynamics GP – A Successful Blend for Silver Cup Coffee



"It was a great asset to us that they are not just computer-savvy, but understand accounting as well."

Scott Martin
Operations Manager
Silver Cup Coffee

Silver Cup Coffee describes itself as a boutique coffee roaster. In operation it embodies the painstaking commitment to quality that helps make Silver Cup Coffee a perennial award winner at tasting competitions.

Selling primarily to retail espresso shops, the company also sells directly to consumers. In addition, it supports a fundraising program where its coffee is private labeled and sold by schools, community groups, and sports teams.

With a goal to integrate its manufacturing and distribution functions, Silver Cup Coffee sought a robust ERP solution and a business partner as passionate about their products as Silver Cup Coffee is about theirs. The company found that perfect blend in Microsoft Dynamics GP and NexTec Group.

Single Source Solution

Silver Cup Coffee had been using Everest™, an accounting application that did not provide support for its manufacturing operations. In addition, the reporting capabilities of the software were unable to meet the company's needs. The company launched an initiative to replace the older software with a modern business management solution. Following a comprehensive review process, the company selected Microsoft® Dynamics GP for its integrated functionality, scalability, and strong business partner support.

"We were looking for a single-source solution," says Scott Martin, operations manager at Silver Cup Coffee. "We wanted one software system for

accounting, manufacturing, and distribution functions. It is difficult to find a single software system that broad, but Microsoft Dynamics GP fit the bill. NexTec Group was informed and direct as we discussed the software's capabilities; we appreciated their candor. Their experience in the food industry combined with their product knowledge makes NexTec Group a very good fit for us."

Professional Partner

A skilled business partner can make all the difference in a successful implementation, as Silver Cup Coffee learned when its controller left the company during the implementation.

"That is when NexTec Group really proved their value to us," recalls Martin. "They stepped in and handled much of the con-



Silver Cup Coffee found an integrated manufacturing and distribution solution in Microsoft Dynamics GP.

version for us. They were able to bring in our open receivables, payables, vendors, customers, inventory, and even our chart of accounts. It was a great asset to us that they are not just computer-savvy, but understand accounting as well."

Streamline Manufacturing

The company buys raw coffee beans, sorts them, roasts the beans, and then blends them into fabulous combinations. Before Microsoft Dynamics GP, that manufacturing cycle was tracked manually, or with spreadsheets. As a result, inventory quantities in the accounting software were always out of date.

"There was a disconnect between inventory and distribution and our manufacturing," says Martin. "We never had up-to-date numbers to work with."

With its integrated ERP solution, Silver Cup Coffee now can track the entire production process accurately and in real-time. Beans are assigned a lot number and are tracked from the moment of receipt, through the roasting process, and into the final packaging.

“With this level of lot tracking, we are able to comply with government mandates that require us to be able to backward-track a batch of roasted coffee to its source,” explains Martin.

Improve Sales Forecasting

An important element in Silver Cup Coffee’s operation is accurate sales forecasting. “We base our forecasts on historical sales volumes,” says Martin. “With Dynamics GP, we easily can obtain the sales data we need to make accurate forecasts.”

The purchasing process is more efficient with Microsoft Dynamics GP. Accurate inventory numbers and set points help the company refine and tune its processes, helping to ensure that the company has the right quantities on hand to meet demand.

Insightful Reporting

Silver Cup Coffee is benefiting from the reporting power inherent in the software. And now it has access to data across the company’s operations, from sales and purchasing to inventory and manufacturing. “Data is easy to obtain and format,” says Martin. “Because all of our operational data is in one system, we have access to information we never had before.”

Staff love the SmartList feature in the software. Fre-

quently used search operations can be saved as favorites to save time and keystrokes. There are dozens of SmartLists included with the software, such as: Open Sales Orders, Back Ordered Items, and Items To Ship Today. In addition, staff can customize and save their own SmartLists to use at their convenience. “I also like that I can quickly export the lists to Excel for further sorting and analysis,” Martin says.

Benefits Ongoing

The next project is to implement an e-commerce solution that will interface the company’s website with its order entry system. “NexTec Group will be helping us with this initiative too,” Martin says. “As we grow our online presence, this is increasingly valuable.”

Also planned is an integration with a UPS freight manifesting solution to further automate the shipping process. “One of the many reasons we like Dynamics GP is the ability to integrate other applications with it,” adds Martin.

While Silver Cup Coffee has yet to officially measure its return on investment, the company is saving time and money as a result of the operational efficiencies gained with its new ERP system.

“Our goal was to implement a highly functional, integrated system that would serve our current needs and could grow with us,” Martin says. “And with the help of NexTec Group we’ve accomplished that goal.”



Accurate real-time data improves sales forecasting and streamlines inventory management.



www.nextecgroup.com

info@nextecgroup.com

NEXTEC GROUP—Southern California

11500 West Olympic Blvd. Suite 590
Los Angeles, CA 90064
(310) 479-7701

NEXTEC GROUP—Pacific Northwest

1619 8th Avenue North
Seattle, WA 98109
(206) 505-7980

NEXTEC GROUP—Houston

1111 North Loop West, Suite 810
Houston, TX 77008
(713) 957-8350

NEXTEC GROUP—Cleveland

CommonWealth Square
302 N Cleveland-Massillon Road
Akron, OH 44333
(330) 598-2400

NEXTEC GROUP—New York

245 Park Ave-39th Floor
New York, NY 10167
(212) 372-8999

NEXTEC GROUP—New Jersey

300 Harmon Meadow Blvd., Suite 440
Secaucus, NJ 07094
(201) 933-0707