



Customer Profile

Van Eerd improves production process with Infor SyteLine



Facts at a glance

Product: Infor SyteLine

Industry: Packaging

Country: The Netherlands

"The automation of the order process has very rapidly generated a considerable saving of both time and money for us."

**—Ronald Van Der Beek,
Logistics and Automation Manager,
Van Eerd**

About the company

Van Eerd specializes in the production of packaging for the pharmaceutical industry. The company was founded in 1919 as an "ordinary" commercial press in Tilburg and now employs over 100 workers. In 1960, the company started to move into packaging for pharmacies, and the company welcomed its first pharmaceutical customer. This new direction proved so successful that the company decided to specialize in packaging for this industry. Since 1987, its clientele has consisted almost entirely of pharmaceutical companies.

Setting the strategy

Van Eerd makes packaging, ranging from simple boxes to complicated ones with interior partitions, with or without a label. Each box is printed with a unique design, and production is exclusively to order. To guarantee the quality of a medicine, the quality of the packaging is essential; a single mistake can have serious consequences, and this is something that the company simply cannot allow.

Van Eerd therefore realized that it needed an ERP system that could provide optimal support for its logistical processes and for the growth in the number of orders—things that the old system was unable to ensure. Ronald van der Beek, manager of logistics and automation at Van Eerd, explains: "The system was out of date and our way of working required new functionalities that the old system was unable to provide." He concludes: "We wanted a thorough ERP system that could help us control in the appropriate way the enormous quantity of data that we have. Specifically, the big issues for us were item management, combination calculations, planning, invoicing, drawing up production orders, links with other automated systems (prepress), and time-savings. We also wanted to offer our customers optimal quality, flexibility, and accessibility."

After a thorough selection process, Van Eerd opted for Infor™ SyteLine. "It's a product in which flexibility and clarity take priority, which makes decision-making easy and rapid, and with which we can improve productivity, the accuracy of work instructions and stock management. Infor SyteLine has therefore greatly improved the entire production process and collaboration within the company," says Van der Beek.

Getting business specific

During the implementation of Infor SyteLine, the main users were first trained and received an explanation of what was now possible. Based on the knowledge that was acquired in this way, the processes within Van Eerd were re-examined. Van der Beek: "The starting-point here was that we did not want to automate what we had, but intended to automate what represented the ideal way of working. Nothing was taken for granted, and everything was up for discussion."

This led to a large number of processes at Van Eerd being adapted to the standard work procedure within Infor SyteLine. Where this proved impossible, the Tilburg-based company first looked at whether it could sort out the production process with small adaptations (personalizations). Only as a last resort did they move to modifications in the software.

Van der Beek: "This has enabled us to really make the package—unlike what we had before—completely our own, and to understand exactly how it works. The new package has also been good for speed. In the old situation, orders from our customers would sit in a tray for a while before someone had time to input them, so that it might take 48 hours before the plates needed for printing were prepared. With Infor SyteLine, the orders are automatically read into the system within five minutes, and the Computer-to-Plate (CtP) installation makes the plates after around fifteen minutes."

Seeing results

Van der Beek is satisfied with the result: "It's a powerful solution because it has automated all our business processes. We have developed thorough solutions at the different levels within our organisation and for our customers. Infor SyteLine has proved that we are able to cut our costs and achieve good results. We're pleased about this."

One important point for the Tilburg-based business is that order intake has been fully automated. As a result, it can see precisely how many customer orders are being brought in and what the order value is. Van der Beek says about this: "The automation of the order process has very rapidly generated us a considerable saving of both time and money, because the speed of Infor SyteLine during order intake is phenomenal. For years, we have been doing this job by hand. Six people were occupied full-time with it at Van Eerd, whereas we now only need three for the same process."

Doing business better

Thanks to Infor SyteLine, it is now also easier for Van Eerd to make business decisions. Moreover, productivity, accuracy of orders, and stock management have become more transparent now that everything is automated. "Before, we used to do the planning completely manually. Now, with 15,000 orders per year, this is no longer feasible, and the system has largely taken over the planning work. One big advantage is that since we started using Infor SyteLine, we have been much better able to cope with the increase in the number of orders," concludes Van der Beek.



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