Case Study

Sweet Life

Seamless Data Migration

Warehouse Processes Flexibility/Control

Drill Through to Transaction Details

Inventory Efficiency and Control

Sweet Life

Sweet Life Enterprises delivers the highest quality bakery products with dedication and commitment to their clients. "More than just a cookie", Sweet Life makes 1,300,000 scrumptious cookies every day! They deliver over 60 million cinnamon melts to McDonald's every year. Bakery items include frozen cookie products delivered both nationally and internationally to Canada, Japan and Singapore; partially baked cookies and bakery items for national quick-serve companies such as McDonald's and KFC; and fully baked items for local stores, caterers and event planners.

Sweet Life's dedication to innovation and their customers sets them apart from other high volume bakeries. Their processes undergo constant scrutiny to ensure their strict standards are met on a daily basis. Innovation is the cornerstone of the way they do business. Sweet Life's dedication to research and development has resulted in a highly efficient and automated baking process.

The Challenge

In 2007, as Sweet Life continued to grow, they were acquired by FreshStart, who was running Microsoft Dynamics GP. Sweet Life's existing accounting and manufacturing system had some limitations, so they looked to see what FreshStart was doing with Microsoft Dynamics GP. They were impressed by the flexibility, affordability and familiarity that Microsoft had to offer.

Their current accounting system was limited in its ability to drill through products and orders to find original transactions. As ingredient costs changed, they wanted to update costs and have them propagate to their affected bakery products – the current system would not allow that flexibility.

Sweet Life Fast Facts
Makes 1.3 Million cookies a day

Technology
Admiral's Bakery Solution Using
Microsoft® Dynamics® GP

Windows Server 2008

Microsoft SQL Server 2008

We have strict ingredient inspection in the warehouse. We cannot use the ingredients in our process manufacturing until they are released by QA. Without accurate inventory accounting, it was possible that we run out of an ingredient that was in the warehouse, but not yet released for use. We needed an accounting system that would allow us to avoid that problem consistently.

Paul Lin, IT Director, Sweet Life

Find out more:

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Admiral Consulting Group is a leading provider of software and services helping companies improve upon their success. As a Microsoft Gold Certified Partner, our consultants are experts in providing the latest technology solutions to deliver results and added value for clients. Our professional and genuine consultants have many years of experience working with clients across multiple industries. Admiral's proven methodology engages clients with thorough and methodical planning and continual communication.

Sweet Life

Sweet Life's warehousing system was also difficult to use, resulting in errors that occasionally led to ingredient shortages or overages. Cost control and pricing became very time consuming to manage. Sweet Life did not have full confidence in reports they received. Their system could not keep up with inventory and transaction details they needed to confidently run their business. Transactional integrity was critical to their way of doing business. Management wanted a solution with a consistent infrastructure that would allow them to operate cohesively with their employees, their customers and their suppliers.

The Approach

Admiral Consulting Group recommended Microsoft Dynamics™ GP as the comprehensive business management solution that would help Sweet Life accomplish their goals of improving accuracy and efficiency. The solution offered capabilities that would satisfy their immediate goals – ingredient and inventory accuracy, capabilities to drill through to transaction details, lot tracking precision and cost/accounting control.

Microsoft Dynamics™ GP has a warehouse tool that promises to be invaluable in gaining control over inventory. Warehouse Management in Microsoft

It is important for a technology platform to be able to grow at the same rate as your business. It presents us with new capabilities that enable us to tackle new work in new ways.

Marc Flood, CIO

Dynamics™ GP will give Sweet Life flexibility and control to help improve warehouse processes through their individual requirements. By improving insight into inventory and warehouse management, Sweet Life will be better equipped to increase customer satisfaction and reduce costs.

Admiral Consulting developed a data migration plan to seamlessly move all information from Sweet Life's existing system to the Microsoft Dynamics™ GP solution. Once the data is in the new system, the extensive reporting and collaborative capabilities will allow Sweet Life to make informed business decisions with confidence.

Warehouse Management Benefits:

Update your warehouse layout to increase efficiency, accuracy and utilization

Obtain a real-time overview of inventory to help improve customer service

Streamline your warehouse processes with directed operation to increase efficiency, lower headcount and reduce costs

Incorporates radio frequency identification (RFID) technology to identify and tag individual items

Admiral Consulting Group was great at communicating right from the start, and consistently delivered as promised. The consultants understood and clearly documented our concerns during needs analysis. Admiral addressed every requirement in their deployment plan, and we were up and running in under 6 months.

Paul Lin, IT Director

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The Benefit

Admiral Consulting Group's solution was efficient, cost effective and straight forward. The implementation helped Sweet Life reach its goals of improving efficiency and reducing errors. Inventory variances were reduced by 25%, and the new system allowed Sweet Life to process more transactions with the same number of people. The warehouse staff became more accurate, with the error rate plummeting from 25% down to 5%.

The financial department was extremely pleased with the analysis capabilities. They were able to drill through orders or lots down to the original transaction. Inventory management, cost control and lot tracking improved, allowing Sweet Life to focus on efficient baking and delivery.

> *Sweet Life listens to clients, executes, and then listens again. We consistently deliver exactly what clients want, exactly how clients expect it.*
> *Paul Lin, IT Director*

The fast, reliable Microsoft Dynamics™ GP solution has helped Sweet Life to regain its efficiencies and provided visibility across the enterprise. With a strong solution in place, Sweet Life can focus on innovation and customers.

Sweet Life is poised for continued growth as they continue to expand their reach in the quickserve industry and across the globe. Fortunately, the solution Admiral Consulting Group provided is capable of handling Sweet Life's growth well into the future.

> *The Microsoft Dynamics™ GP solution instills confidence throughout the organization, from warehouse workers to senior management. When we produce reports, we know they are accurately reflecting our business, allowing us to use them to continuously improve efficiency with confidence.*
> *Paul Lin, IT Director*

> *For the past two years, Sweet Life has grown its sales about 60% annually. Its now in about three-quarters of all McDonald's restaurants and also sells to Yum Brands Inc., Four Seasons Hotels Inc., Walt Disney Co., Domino's Pizza Inc. and Tesco PLC's Fresh & Easy Neighborhood Markets opening here.*
>
> *Sweet Life already is big on efficiency. The production process, from mixing batter, cutting and baking, is automated.*
>
> *Product development starts in a kitchen that looks like one in a home. From there, recipes are created and tweaked for production.*
> *Paul Lin, IT Director*

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