

CUSTOMER SUCCESS



Harris Tea Delivers a “World of Flavor” With Sage MAS 500

Meetesh Shah, CIO of Harris Tea, and his team are big fans of Sage Software products. His employer had used them “forever,” he says, beginning with the DOS version of Sage MAS 90, then migrating to Sage MAS 200 as the business grew. But when Harris acquired another large tea company, it needed a full-featured ERP system—more than Sage MAS 200 could offer.

“We looked at all the competitors, large and small,” explains Shah. “We selected Sage MAS 500 ERP for its simplicity, openness, comprehensiveness, and powerful integration—and because we’d been so satisfied with Sage Software in the past.”

Integration Fits to a “Tea”

One misconception Shah had to overcome was that Sage MAS 500 could only handle discrete manufacturing, whereas the tea industry requires some unique process manufacturing features not found in typical products. But the superior integration capabilities and features in Sage MAS 500, coupled with AT21, a plant floor software for process manufacturing by iRely Solutions, dispelled this fallacy. “We were concerned that Sage MAS 500 could not perform product tracing at the level we needed, and we almost rejected it for that reason,” he says. “But we liked the features in Sage MAS 500 so much that we decided to try to make it work. This was definitely the right decision. We discovered that our integration to a specialized shop floor system lets us trace right down to lot numbers, making it an ideal solution for us.”

Harris Tea uses Sage MAS 500 to manage manufacturing and inventories for multiple companies at different locations, overseeing more than 5 million cases of tea every year. The system receives sales data through EDI. Forecasts are imported into Sage MAS 500, which feeds into the MRP module and also creates work orders for the shop floor system.

Customer:

Harris Tea

Industry:

Tea manufacturer and distributor

Location:

Moorestown, New Jersey

Number of Locations

Four

Number of Employees

200+

System:

Sage MAS 500

- Sales Order
- Purchase Order
- General Ledger
- Accounts Payable
- Accounts Receivable
- Advanced Consolidations
- Cash Management
- Multicurrency Management
- Alerts
- Advanced Manufacturing
- Advanced Planning and Scheduling
- Material Requirements Planning (MRP)
- Inventory Management
- Customizer

CHALLENGE

When Harris acquired another tea company, it needed a robust, open ERP system.

SOLUTION

Upgrade from Sage MAS 200 to Sage MAS 500 for seamless integration of data on multiple companies' products.

RESULTS

Without Sage MAS 500, Harris would have to hire at least 12 more people.

Open Architecture

Using terminals on the floor, the shop floor system controls manufacturing and records production and quality data, which flows directly into Sage MAS 500. It records information on finished goods, receives bar code data as items are scanned onto pallets, depletes packaging material based on the bill of materials, and makes certain that all packaging materials are depleted. Picks are converted into standard EDI documents and sent to various public warehouses around the country.

“Sage MAS 500 is open enough to let us get into the database, check what has been picked, and tell various public warehouses across the country what to ship,” says Shah. “Once the warehouse has shipped the product, Sage MAS 500 imports EDI shipment data, giving users access to critical information. This automatically triggers an invoice for the customer. Automation with Sage MAS 500 minimizes the need for human interaction and reduces the possibilities for human error.”

Easy to Use and Maintain

One thing Harris Tea discovered during its comparison process is that all business systems are not created equal. “Many of the larger systems made users go through several screens to complete a single transaction,” Shah says. “Sage MAS 500, on the other hand, was built for simplicity, which matches the mindset that we have around here. Ease of use, easy maintenance, and a short learning curve are all major factors when your operations are as large and complicated as ours.”

Harris Tea uses its new system to report on everything from sales orders, inventory, and manufacturing data. “iRely Solutions has created Data Warehousing Solutions from the native Sage MAS 500 transactional database,” Shah explains. “Nearly 30 users create analyses on things like gross profit, raw materials and finished good turns, case movements, order lifecycle, and void matrix reports. This has been truly valuable for improving our business in general, and our customer service in particular.”

“Sage MAS 500 gives us a real-time feedback loop, and has become the heartbeat of our business. ... I’m very happy that we stayed within the Sage Software family of products because of the superior support, seamless integration, and overall value we’ve received.”

Shah believes that the new system definitely boosts the company’s efficiency. “You can’t run a successful company without proper feedback,” he maintains. “Sage MAS 500 gives us a real-time feedback loop, and has become the heartbeat of our business. If we didn’t have Sage MAS 500, we’d have to hire at least a dozen more people. Overall, I’m very happy that we stayed within the Sage Software family of products because of the superior support, seamless integration, and overall value we’ve received.”

ABOUT SAGE SOFTWARE

Sage Software supports the needs, challenges, and dreams of more than 2.7 million small and mid-sized business customers in North America through easy-to-use, scalable, and customizable software and services. Our products help manage a complete range of business functions including: accounting, operations, customer relationship management, human resources, time tracking, merchant services and the specialized needs of the construction, distribution, healthcare, manufacturing, nonprofit, and real estate industries.

