

Kaufman Container is a leading packaging sourcing center in the United States. For the past 100 years, the company has provided packaging components, custom and stock molds, package development, quality assurance, and technical support to a wide range of customers and markets.

## CASE STUDY



Location: Cleveland, OH

Industry: Packaging & Containers

Website: <https://www.kaufmancontainer.com/>

### Challenges

Consolidate several non-integrated systems through implementation of Epicor ERP.

Ensure visibility and accuracy of inventory on-hand through system of reference (Epicor ERP).

### Solution

Implementation of Epicor ERP to improve operations and processes that would ultimately result in a 30 percent reduction of overhead costs.

### Testimonial

"Encompass has done a great job at assessing the situation, with BPR guidance to systematically attack and resolve pain points following the implementation."

- Larry Keilin, IT director

### Overview

Kaufman's capabilities are endless, offering a variety of products including glass, plastic, aluminum, and metal containers, tubes, closures dispensing systems, celon bands, and more.

The Kaufman Container Case Study serves to illustrate how operations and process improvements resulted in a 30 percent reduction of overhead costs, thanks to internal teams and the Encompass Solutions implementation staff.

**"We are truly seeing the benefits"  
- Larry Keilin, IT Director**

Prior to their Epicor implementation, Kaufman was running several non-integrated systems, and users were having to do each other's jobs—for example, if inventory was needed for a job and one of the systems stated there was inventory on hand, there was no trust in any system of reference, and the material was manually verified to be there.

#### System Design

Kaufman initially implemented Epicor ERP to work as closely as possible to existing business processes, as followed with their legacy ERP. While there was a successful transition to Epicor, partnering organization Encompass Solutions identified that Epicor was not being used to its full advantage and that there were some additional modules that would need the implementation to get maximum functionality from Epicor ERP.

#### Achieving Maximum Benefit

Kaufman contracted Encompass Solutions to perform an end-to-end business process review (BPR) to determine the best business processes to follow and unleash the maximum benefit from the newly implemented Epicor ERP product. This one-week exercise flushed out many areas for improvement, and a recommendations document and go-forward plan were implemented. Kaufman's key goals from this BPR were to achieve better tracking of sales and gross margin data to salespersons and customers, improve inventory management, and integrate production management.

Every business area was assessed, and recommendations for change were made, particularly in the areas of engineering, production, inventory, purchasing, costing, and accounting.

#### The Path Forward

Some key recommendations were to continue the implementation with some additional modules that were not included in the initial cutover—including CRM and the Epicor Configurator—as well as better implementing production and inventory management. Encompass provided a go-forward path to have everything implemented.