Produce Pro Software from Aptean

Fresh Connect Central Optimizes Complex Operations With Produce Pro Software from Aptean

fresh connect CENTRAL

Industry

Food & Beverage

Challenges

- Relying on manual documentation and pricing processes
- Tracking future orders manually
- Lacking real-time inventory visibility
- Navigating complex compliance regulations

Benefits

- Boosted sales volume by approximately 40%
- Automated order and bill of lading (BOL) processing
- Enhanced pricing flexibility for diverse customer needs
- More robust order management capabilities
- Improved inventory control with accurate FIFO
- Expanded compliance scalability

PRODUCE PRO SOFTWARE From Aptean

To achieve its ambitious mission of "bridging the gap between food waste and hunger," Fresh Connect Central must effectively manage complex operations to help ensure fresh produce and essential goods reach its current and prospective customer base of over 200 food banks across the entire country. Founded in 2017 as an outlet for salvaging fresh produce surplus from about 50 large farms across the country, today the company specializes in wholesale distribution with the key objectives of scaling to demand and offering diverse inventory to support underserved communities.

As a division of Gleaners Food Banks of Indiana, Fresh Connect Central's objective is to help all charitable food distribution organizations to access fresh produce, protein, dairy and more at the lowest prices possible. Understanding that a one-size-fits-all approach isn't ideal to serving food banks effectively, the company designed a flexible model that allows customers to customize each order, including the exact number of pallets, food varieties and even the desired delivery frequency.

At the core of Fresh Connect Central is Produce Pro Software from Aptean—a fully integrated, comprehensive, end-to-end enterprise resource planning (ERP) solution designed to streamline processes for all types of fresh produce and perishable businesses across the supply chain.

Several months after going live with Produce Pro's robust industry-specific ERP, Fresh Connect Central's senior director, Jeff McDonald enthusiastically shares his experience on the challenges his team encountered with the previous system and how Aptean's purpose-built software helps the company thrive in a challenging environment.



Unique Operations Means Unique Challenges

Unlike other food companies, Fresh Connect Central needs to segregate purchased products from those donated for government reporting and tax purposes. Additionally, the company must tailor its large repacking operation to pack orders in boxes for dissemination to customers via drive-through and walk-up pickups, as well as redistribution of received products to other community-based organizations in bulk and boxes.

As the company rapidly expanded, McDonald realized the need for a new solution, saying processes had become cumbersome. “We’re just making a lot of mistakes because of the number of times that everyone was touching stuff and moving things,” he said.

A Multitude of Reasons for Choosing Produce Pro Software from Aptean

When asked why Fresh Connect Central decided to implement Produce Pro, McDonald stated, “a multitude of reasons.”

McDonald highlighted the software’s simplicity allowing him to perform tasks with ease as well as the robust forecasting and inventory management capabilities. “Produce Pro helps ensure that we’re using FIFO (first in, first out) correctly and that we have the right dates accounted for on everything,” he said.

Securing better e-commerce functionality was also one of the main motivations for the company in implementing Produce Pro.



Working With the Produce Pro Team

McDonald appreciated Produce Pro's dedication, especially after learning that it was the first time the support team had worked with a unique business model such as Fresh Connect Central. The two sides worked collaboratively to ensure that the software met the needs of such nuanced and specialized operations.

While live weeks are often stressful, McDonald appreciates the support his team had when they went live with Produce Pro. "Live week went very smoothly. I don't think there was much stress at all," he said.

"We love Produce Pro. There are honestly no real issues from our end on anything," said McDonald. "I think it's a huge testament to the product, as well as the support that has been given through training and implementation. It's really allowing us to professionalize our operations and set us up for the future."

"Our total sales volume has definitely grown. I would say it increased by approximately 40% since we implemented Produce Pro Software from Aptean."

Jeff McDonald, Senior Director, Fresh Connect Central



Gleaning the Benefits of a Purpose-Built ERP for Fresh Produce

McDonald believes the company's operations have significantly improved in short order following the go-live date. Apart from increased process automation, all paper processes have been eliminated.

"We've gone paperless," McDonald said. "We scan Bill of Ladings (BOLs) the day we receive them and discard them. It's unbelievably satisfying to do that."

For McDonald, it's a relief that his staff no longer have to deal with matching invoices with a stack of BOLs. All they must do now is find the purchase order (PO) number and process the invoice.

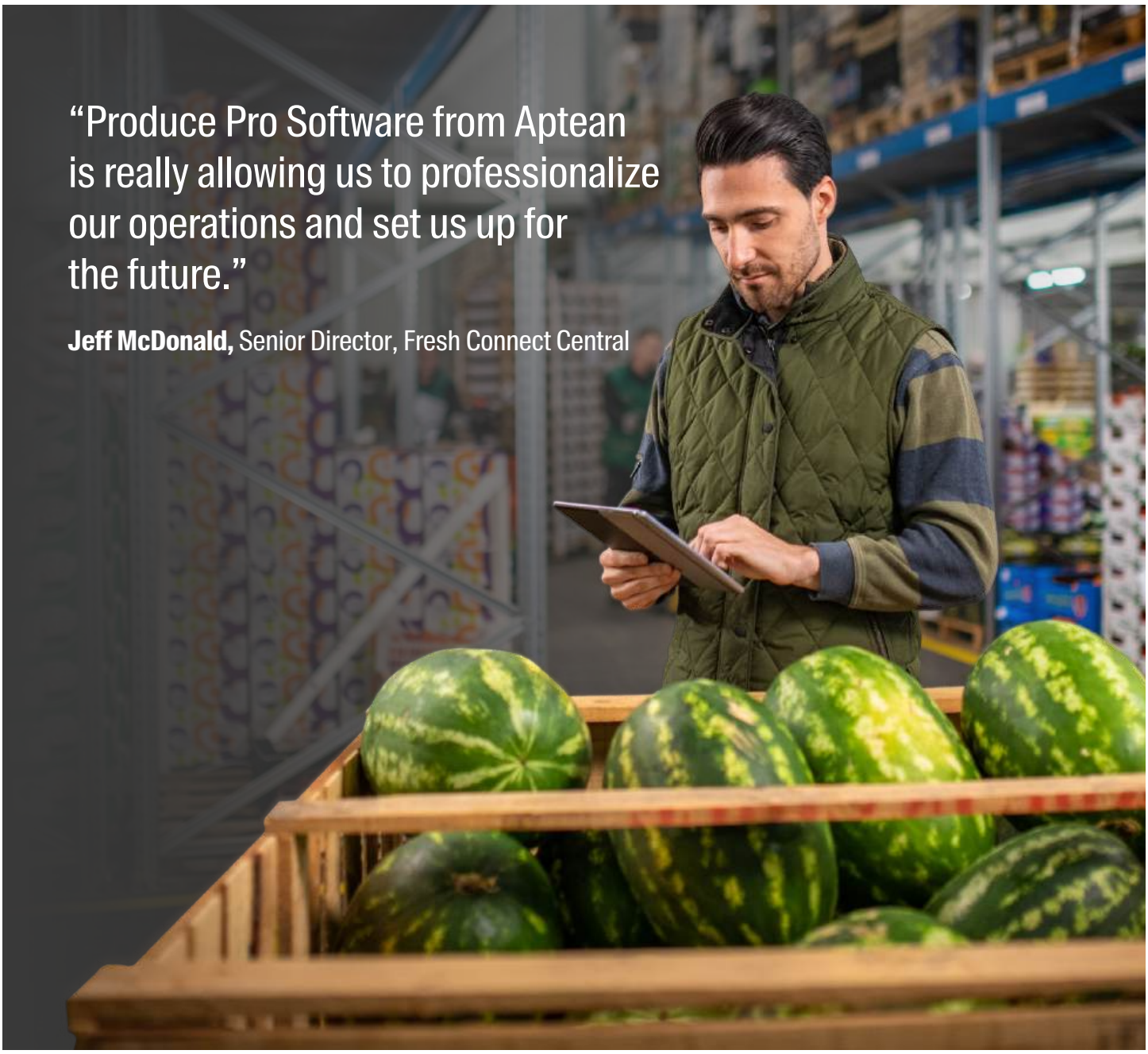
Furthermore, Fresh Connect Central's ability to scale with Produce Pro has resulted in increased sales volume.

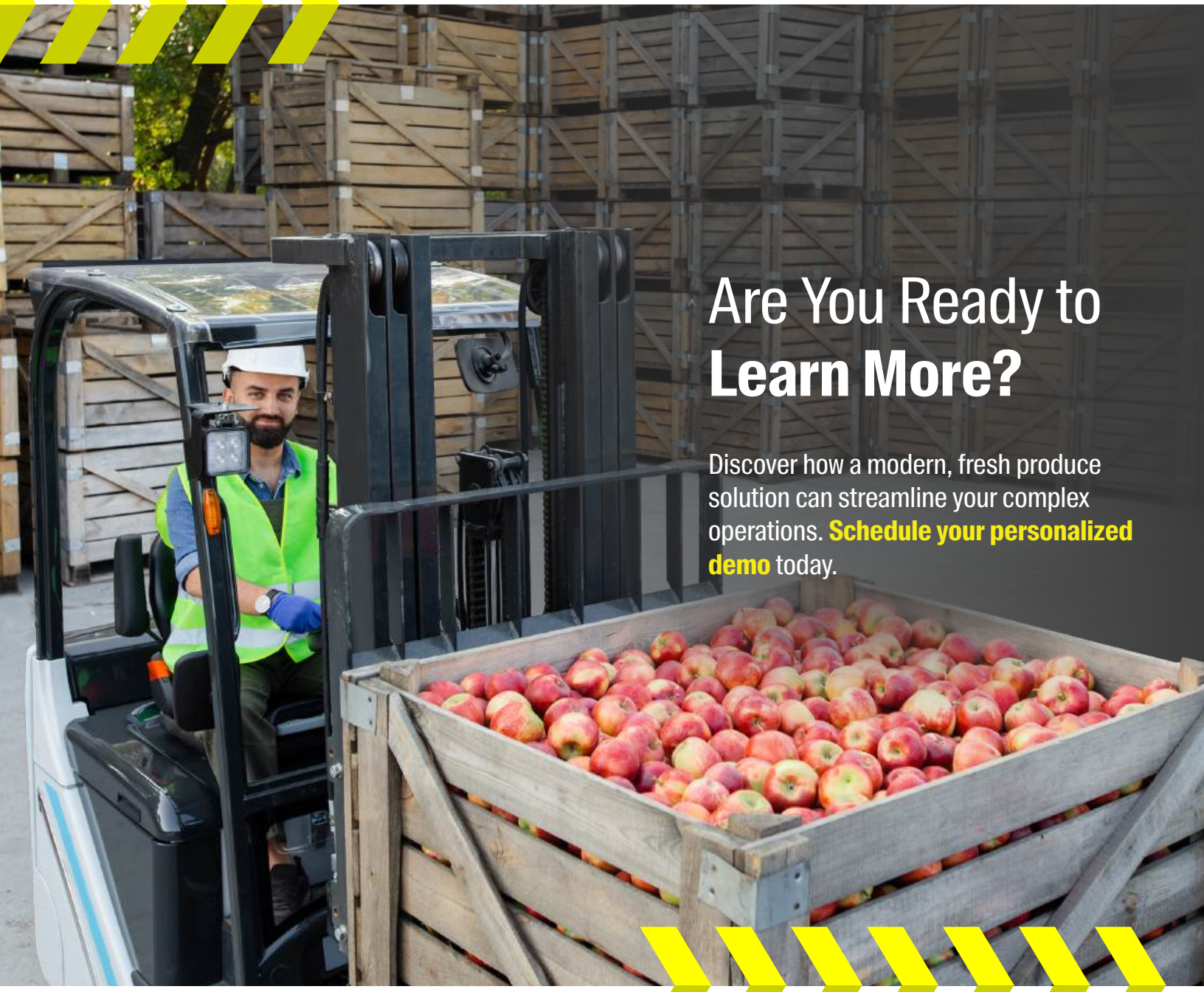
Experience the Produce Pro Software from Aptean Advantage

Fresh Connect Central was a unique, exciting, challenging, thoughtful and touching project for the Produce Pro team of experts. Ensuring that the solution fits the needs of the business's highly specialized model demonstrates Produce Pro's dedication not just as a provider, but a partner for each of its customers.

Our team of seasoned experts understands the world of perishables is packed with tight timelines and brief windows of freshness. Produce Pro's comprehensive, user-friendly solution was developed specifically for this vertical and offers produce-specific functionalities necessary in such a challenging space.

As evidenced by the dramatic positive impact Produce Pro has made for Fresh Connect Central, our software delivers results and excels as a robust platform and all the tools that today's fresh produce companies need.





Are You Ready to **Learn More?**

Discover how a modern, fresh produce solution can streamline your complex operations. **Schedule your personalized demo** today.

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About Aptean
Aptean is a global provider of industry-specific software that helps manufacturers and distributors effectively run and grow their businesses. Aptean's solutions and services help businesses of all sizes to be Ready for What's Next, Now®. Aptean is headquartered in Alpharetta, Georgia and has offices in North America, Europe and Asia-Pacific.

To learn more about Aptean and the markets we serve, visit **www.aptean.com**.

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