

# Home Bake Goes the Extra Mile for Customers with Aptean

A strict deadline and a fast turnaround time at Home Bake



## **Industry**

Food & Beverage

## **Challenges**

- » A need for a full-scope ERP implementation with strict deadline
- » Losing access to relevant data

## **Benefits**

- » An integrated software platform, ready for future challenges
- » Full, real-time and detailed insight into all business processes

It's common to see acquisitions of companies in the food industry, and these acquisitions are often accompanied by a replacement of software systems. There's a need to say goodbye to the "old" in a short amount of time, which means that there is a big rush when it comes to searching, selecting and implementing the "new." This is a great, exciting challenge, according to solutions provider Aptean. This is how they helped Home Bake, formerly Délifrance, a producer of low-oxygen packaged bread such as croissants and baguettes, which was recently acquired by an investment company. The request was clear: go live within 4 months with a full-scope implementation of the software platform Aptean Food & Beverage ERP *Foodware Edition* for Microsoft Dynamics 365 Business Central. That was a challenge that Aptean was excited to take on.

In order for an organization to function properly, it's necessary to have full insight into data and steering information, and that information needs to be easily accessible in your ERP system. This ensures that work can be done efficiently and decisions can be made quickly. After an acquisition, you usually see that it's more difficult to have continuous access to all that information. A strict deadline to start working with a new software system was therefore necessary at Home Bake. This automatically meant that a selection process for a software partner had to be completed as soon as possible. Within a month, the choice was made. It was an informed, fast choice based on Aptean Food & Beverage ERP *Foodware Edition*'s industry-specific features and track record at similar companies in the bakery sector. And just like that, the project was started.



## **Experienced project team for full-scope ERP implementation**

A full-scope implementation was planned, with a dedicated, experienced project team fully focused on Home Bake in the following months. The Aptean project team has done several implementations in the bakery sector, so they knew exactly how these processes work, where possible bottlenecks were and where gains in efficiency can be achieved. Thanks to this knowledge, it was possible to work quickly and efficiently, since we know and speak the language of the customer. By making very concrete agreements with each other beforehand, clearly aligning the expectations and goals and taking the customer's principles into account, it was feasible to successfully complete such a project within a short amount of time.

## **Aptean's approach to a successful project with a fast turnaround time**

With a robust project like this you need strict deadlines and milestones that are checked during weekly steering committee meetings with project leaders from both the customer and partner Aptean. To ensure success, Aptean uses various tools and methodologies so that effective management and monitoring of the project and the associated risks is possible. A few examples can be found on the next page.





### **Variants matrix**

How do the standard processes run in the system compared to how the customer currently runs these processes? In order to guarantee a fast turnaround time of the project, the standard software served as a starting point. Then, the team explored whether there were any gaps in terms of processes or functionality. Everything identified was then put on an issue list. By capturing all processes and variants, the implementation team was in control over the process. They continued to examine whether all variants had been tested, the creation of work instructions and progress according to the schedule. The application of the variants matrix ensured that the different situations were also documented and tested. Potential surprises were covered as much as possible during the project and especially at the go-live.



### **Keeping an issue list**

It is important that the key users are heard in a project. The gaps on the issue list were discussed weekly in the steering committee meeting.



### **Master data progress**

An ERP system is a database. In order to accomplish a smooth implementation process, data must be set up in a certain way. Aptean has a best practice methodology for this. If this is consistently adhered to, it is easy and quick to realize.



### **Delivering in phases**

In order to have and maintain progress during the project, the software and new working processes must be delivered in phases. In this way, the customer works from success to success.

# The people are the success of an ERP implementation

A dedicated project team is crucial so that members can work closely together and know what's going on in detail, thereby enabling them to quickly interact with key users. You just don't want to be playing catch-up when that deadline is actually set. The will and excitement of the customer to enter this process, as well as their willingness to change, is what can make or break the success of the project. A dedicated project team was one of the critical success factors at Home Bake.

"In some cases, a customer does not always see in advance what the consequences of certain choices are. We at Aptean must therefore guide our customers in the implementation process and be able to explain clearly why we choose to do something or not; this is only to benefit the customer. We talk to the customer and try to find the challenge or desire behind the request. Often you see that the need is not necessarily to have a certain functionality in the software, but to be able to gain insight or information from the system. That creative thinking is a task for us," explains the Aptean Senior Consultant.

## Partnering with Aptean

The project with Home Bake was a nice challenge. Together, we have looked at what future developments and wishes are involved so that today's choices are a base for tomorrow. That's what makes Aptean unique, along with our industry-specific knowledge. We listen, ask questions and speak the customer's language. What are the real challenges, and how can we best use the software to tackle these? Taking that extra step makes all the difference between simply implementing software and being a partner for our customer.

The new ERP platform successfully went live within 4 months, which was crucial for Home Bake. And of course, it also brought multiple benefits for the company:

- One integrated, future-proof software system
- Full, real-time and detailed insight into inventory
- Steering on long-term schedules
- Visibility into sales and inventory, specifically when shortages arise
- High degree of flexibility
- User-friendly system



# What are the critical success factors in an ERP project with a fast turnaround time?

- Strong leadership from the customer, in terms of budget and adaptability to the standard software solution
- Strict deadlines with milestones that are checked regularly and adjusted when needed
- Availability of and trust in a dedicated, experienced team from both parties
- Getting ahead of the game and quickly interacting with key users on location
- A customer who doesn't settle for status quo and is open to change



## Are You Ready to Learn More?

Interested to see how Apteon Food & Beverage ERP can help you better manage your food company?

Contact us at [info@aptean.com](mailto:info@aptean.com) or visit [www.aptean.com](http://www.aptean.com).



### About Apteon

Apteon is one of the world's leading providers of industry-specific software. Our enterprise resource planning and supply chain solutions are uniquely designed to meet the needs of specialized manufacturers and distributors, while our compliance solutions serve specific markets such as finance and life sciences. With both cloud and on-premise deployment options, Apteon's products, services and unmatched expertise help businesses of all sizes, across many industries, to scale and succeed.

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