



# Improving Customer Service at Butcher & Packer With SAP Business One®



## Company Name

Butcher & Packer Supply Company  
Madison Heights, MI  
www.butcher-packer.com

## Industry

Retail and wholesale distribution

## Products and Services

Everything for sausage making and meat processing

## Employees

21

## SAP Solutions

SAP Business One

From aprons to spices, the food industry has relied on Butcher & Packer Supply Company since 1937 to provide the best equipment, ingredients and apparel for sausage making and meat processing. Now, Butcher & Packer has streamlined e-commerce, accounting and manufacturing with SAP Business One.

## Before: Challenges and Opportunities

- Improve reporting
- Eliminate manual data entry

## Why SAP and Partner

- Integration with Magic XPI from Magic Software to process orders and notifications through the e-commerce site
- Integration with the manufacturing system for better inventory tracking
- Compliance with the Payment Card Industry Data Security Standard for real-time credit card authorizations, automated cash receipts, and tight security

## After: Value-Driven Results

- Eliminated bottlenecks caused by disparate IT systems
- Helped ensure accurate books and simple auditing within two months of going live
- Eased management of over 6000 inventory items
- Doubled the number of shipping stations with more streamlined shipping processes
- Provided access to centralized company-wide data, making finding information and running reports faster and easier

**“Now our books match to the penny every month. Bottlenecks and throughput issues have gone away. There is nothing stopping us from getting things done.”**

Fritz Blohm, President, Butcher & Packer Supply Company

## Featured Partner



# 90%

Of data entry and credit card processing now automated (40-80 hours saved per week)

# 3 Weeks

To train new employees (versus 9-12 months previously)

# Better

Customer service by enabling the sales team to quickly react and respond to queries

# 2-3

Employees needed to handle online orders (compared to 7-10 previously)