

Panacea systems upgrade a vital ingredient for food specialist Fibrisol



Established over 40 years ago, Fibrisol Service Limited has emerged as one of the UK's leading producers of technically advanced speciality blends for the Food Industry.

Today, Fibrisol is part of a group of international companies employing around 35 people within its modern, west London office and factory environment of approximately 13,000 sq.ft.

Fibrisol is committed to achieving only the utmost levels of excellence within a competitive and, at times, fast changing marketplace. With this in mind, it consulted with its long standing IT business partner, Panacea, to seek advice on how best to enhance the accuracy and efficiency of its production processes. More specifically, Fibrisol needed a means by which their existing shop floor data capture system could be integrated into its core Sage system to resolve issues surrounding data entry duplication as well as augmenting product shelf-life, batch control and traceability processes.

Panacea expertly supplied and deployed an innovative and highly effective middleware integration solution that would allow physical shop floor weighing movements to provide real time updates into Fibrisol's ERP stock system.

As one of the the UK's leading service-based systems integrators and providers of business process solutions, Panacea delivered the following benefits to Fibrisol:

- *More efficient tracking, monitoring and measuring of factory materials for improved traceability, quality, audit, reporting & planning.*
- *Faster, more accurate delivery of information for reporting and analytics functions from new IBM pSeries AIX platform.*
- *An immediate 20% reduction in the time needed for data entry of shop floor information.*
- *Transparent retrieval and extraction of data for use with detailed sales reports, analytics and other critical decision management tools.*

fibrisol



CASE STUDY

// The quality of service and skills we receive from Panacea speaks volumes when you consider we are one of their longest standing customers. //

Mark Robinson,
Finance Director, Fibrisol Service Ltd

www.fibrisol.com



"Fibrisol saw an immediate 20% reduction in the time needed for data entry of shop floor information."

Overview

Fibrisol Service Limited is part of a group of internationally recognised companies who carry out expert research and development to formulate new, highly sophisticated food ingredient systems in response to stringent requirements from their customers, many of whom supply the major UK retailers. Over a third of Fibrisol's staff are technically qualified and the factory has received several accolades for its excellent standards.

Situation

Fibrisol is a long-standing customer of Panacea with joint co-operation spanning almost 20 years. A core element of the continuing success of the business relationship has been Panacea's genuine understanding of Fibrisol's business needs.

Panacea understood from the outset that one of the fundamental requirements of Fibrisol's day-to-day business operations was the importance they placed in delivering exceptionally high levels of quality and consistency from factory output.

Another requirement was Fibrisol's commitment to meeting two major quality standards - ISO 9001: 2000 and BRC (British Retail Consortium) Global Standard [Food] - both of which require exacting levels of regulatory compliance and a heightened customer focus.

A need to enhance both the accuracy and efficiency of Fibrisol's production processes was identified and the proposed solution was based principally around a means by which the existing shop floor data capture system could be seamlessly integrated into the core Sage system. This would provide Fibrisol with a means to accurately measure and monitor the large quantities of materials passing through the factory floor each day.

Solution

Following a detailed survey, Panacea recommended, supplied and deployed a middleware integration solution that permitted physical shop floor weighing movements to provide real time updates to the ERP stock system.

Many thousands of individual ingredient and product movements could then be accurately tracked, monitored and measured for traceability, quality, audit, reporting and planning purposes.

More recently, Panacea has completely re-engineered and upgraded the original implementation to provide Fibrisol with vastly improved levels of functionality and speed by deploying Sage Line 500 on an IBM AIX platform. Migration from the original project to RDBMS has made reporting and analytics functions much faster with new IBM pSeries hardware contributing to a major part of this.

The upgrade was carried out quickly and seamlessly with special attention given to non-disruption of either front or back office operations and with little or no additional staff training required.

Outcome

Panacea has assisted Fibrisol by providing access to fast, accurate information delivery with an emphasis on information integrity that becomes of paramount importance where irrefutable traceability throughout the whole of their supply chain is required by law.

Information retrieval is straightforward and data is extracted transparently for detailed sales reports, analytics and other critical management tools.

The Sage upgrade has made a major contribution to enhanced staff productivity at Fibrisol by offering full support for Microsoft Windows-based desktop applications (such as Excel and Access) while the option remains

for providing data integrity of the very highest level through features such as transaction logging and 'roll-back, roll-forward'. Resilience from the upgrade comes in the form of automated backup functionality while scalability offers Fibrisol enormous choice for future expansion.

With a policy of not recruiting IT staff of their own, Fibrisol is particularly reliant upon Panacea's ability to deal with their IT issues swiftly and comprehensively. With back office systems downtime virtually unheard of throughout the duration of the business partnership, Panacea has become, in every sense, a true business partner to Fibrisol.

If you'd like further information or a more detailed account of this project, please telephone Panacea on 01256 30 50 50.



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