



CUSTOMER SUCCESS STORY

K&R Consulting Partners with e2b teknolojies for “Cool” Customizations and WMS Integration at Millard Refrigerated Services

K&R Consulting

K&R Consulting Group is a premier reseller and implementer for ERP accounting systems serving companies in 18 states and internationally from its Iowa and Nebraska offices. K&R was implementing a complex ERP system for their customer Millard Refrigerated Services. The project involved special integrations to Millard’s internally-developed warehouse management system. K&R partnered with e2b teknolojies to assist with custom development and integration services while they focused on the implementation and project management.

Millard Refrigerated Services

Millard Refrigerated Services, Inc. provides the nation’s top-of-the-line refrigeration, distribution, warehousing, manufacturing, and processing services to major retail, food services, and food distribution companies.

Operating in 36 locations in 18 states and Canada, Millard serves clients who put a premium on excellence and reliability at all points in the supply chain. Customers include the likes of major, national restaurant chains that utilize Millard for refrigerated warehousing and distribution of products for their franchise stores.

Millard Refrigerated Services embraces technology to better serve its customers. In fact, technology is one of the most important competitive advantages for Millard allowing them to provide customers with the absolute highest quality services, online access to information related to customer inventory and shipments, and on-demand access to reports.

Company

K&R Consulting Group

Website

www.krcginc.com

Industry

ERP Consulting

Locations

Spartanburg, South Carolina

System Profile

- Subcontract Services for K&R Customer – Millard Refrigerated Services
- Custom ERP/WMS Integration
- ERP System Modifications

Challenge

ERP Software Reseller and consulting firm needed Integration and Customization Services for large logistics and warehousing customer.

Solution

Subcontracted development services with e2b software for custom integration and ERP system modifications.

Results

Successful go-live on new ERP system with integration to existing WMS system and custom features to streamline accounting.



Time for a Change

Millard had made a significant investment in its proprietary warehouse management and highly-customized inventory tracking systems. But the company's current and expected business growth was beginning to place excessive demands upon their back office accounting system. Millard had effectively outgrown its accounting system. For one, employees recognized that reporting was less than ideal. Second, the same data needed to be keyed multiple times into Millard's existing systems. This was both inefficient and caused a number of data-oriented issues. As a result, the company sought replacements for many of its back office applications and ultimately selected K&R Consulting for the project.

Millard needed the new ERP system to perform the same tasks as its proprietary accounting systems while minimizing data entry, improving labor efficiency, streamlining business processes, and improving access to real-time reports.

Partnership

K&R had previously worked with other firms for custom software development but chose e2b teknologies for the Millard project because e2b's experience working with integrations between ERP and WMS systems.

"We could not be happier with our decision to partner with e2b teknologies," said K&R President Brad Kain. "The level of responsiveness to our needs and the outstanding accuracy in the code delivered confirmed we had found a solid partner for our custom code needs. It is refreshing to have a partner you can count on."

K&R senior consultant Kevin Stopak managed the Millard project working closely with Millard personnel and e2b as a subcontractor. Stopak managed project plans, system design, gap analysis, customization specs, testing, and training. "I had direct access to e2b's senior consulting and engineering team," Stopak said. "It was like they were part of K&R rather than another company."

Cool Customizations

Analysis of Millard's existing system quickly identified a functional gap in regards to how Millard handles cash applications and overpayment on invoices. K&R, Millard, and e2b collaborated on a design for these new systems and e2b developed a custom enhancement to enable cash application processing via grid entry allowing Millard employees to apply cash payments with significantly greater accuracy, efficiency, flexibility, audit capability, and visibility. Additional modifications delivered by e2b include Sales Order Form Entry Customizations, API processing of Sale Order Shipments, Invoicing, Accounts Payable voucher entry and Custom Code Pricing Logic for both Customers and Vendors. These modifications have afforded Millard the ability to efficiently accommodate new and continued business growth without increasing system assets or staffing levels.

"By using application programming interfaces, we were able to integrate the core ERP system with Millard's existing systems," Stopak says. "For Millard, this automation saved an enormous amount of time and dramatically eliminated keying errors. Employees now enter sales order in the new ERP system and the data automatically



populates the company's warehousing systems and the entire pick, pack, and ship processes are completely automated and streamlined."

Partners in Success

Millard commenced its ERP implementation in January 2009. K&R recommended a phased approach to implementing the software. That is, one of Millard's smaller business units (its redistribution unit) would go first. It would switch to the new ERP system for sales order management, inventory tracking, and accounting. Millard's redistribution business went live in October 2009 before the rest of the company and without a single major incident.

K&R continues to utilize e2b teknologies for additional projects at Millard and for other customers that need custom business applications and integration services. "e2b is a true partner for K&R," said Kain. "We trust them completely and know that our customers will be happy with their projects. We just can't say enough good things about their team and we look forward to leveraging their resources and services as an extension to our team for many years to come."

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