

Menken Orlando and Exact

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If a customer wants a product with a 99.5% delivery performance, they choose WMS."

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EXACT HELPS US OPTIMISE OUR PROCESSES



Menken Orlando B.V. is a family business from The Netherlands, managed by Robert Menken, Peter-Paul Menken and Nico Hendriksen. The company, which was originally founded in 1952, develops tailor-made food concepts for retail and food service customers throughout Europe. The concepts are supplied under private label or as one of Menken Orlando's own brands. Menken Orlando focuses on three occasions of use: drinks, dining and sweet snacks.

The search for good software

When Menken Orlando was looking for a new software package in 1986, Robert Menken, the current director of the company, helped his father search for a suitable package. This resulted in Exact for DOS. "I studied economics back then, which came in handy at the time," says Menken. From that moment on, the company has been happy to work with Exact products.

The need for software which grows with you

"All food concepts that we develop at Menken Orlando are packaged at one of our own factories. We purchase some of the raw materials in Asia. We look at trends, at what is at play in the market, at consumer demand and at what fits our customer. This leads to food concepts for supermarket chains and food service companies. For example, we supply major supermarket chains with salted rice crackers and rice crisps," says Menken from the Menken Orlando head office in The Hague.

Since the implementation of Exact for DOS in 1986, the company has changed dramatically. In the last decade, Menken Orlando has grown to become one of the largest players in culinary products and savoury snacks. Menken: "The growth of our company resulted in changing processes and the need for a better use of software. We had to move with the times and make the switch. On 1 July 2005 we switched to Exact Globe, using this opportunity to introduce increased functionality into our systems – there was a major demand for this."

Planning and logistics in Exact Globe

The biggest source of tension at Menken Orlando is within planning and logistics. "A customer orders a specific product today and wants to receive it preferably by tomorrow, with a delivery performance of 99.5 percent," states Menken. "So we need an inventory, because a purchase process for raw materials from Asia to the Netherlands takes at least 12 weeks. This is feasible for a few products, but



it's a huge job for 1200 end products. Especially in view of the fact that the products have a limited shelf life. Effective inventory management is crucial for our company. We handle the logistics for this in Exact Globe with the logistics modules and WMS." Vincent Loenen, Financial and IT manager at Menken Orlando, adds: "With WMS, booking receipts and internal movements proceed swiftly via a click with the scanner. Before, someone at the manufacturing receipt department had to enter all receipts manually, with the risk of errors from inaccurate copying of a batch code or a shelf life date. Using WMS therefore saves us a lot of time in our inventory management and works very accurately."

Reporting tools are connected to Exact Globe

"All raw materials— which are purchased from suppliers in Asia— and recipes for end products are in Exact Globe. We know

exactly where the raw materials come from and which end product they are used for in which factory. We've stored all this information which can then be traced back in the system. This guarantees quality, but we can also act rapidly if something goes wrong," says Vincent Loenen, financial and IT manager at Menken Orlando.

Management information

Menken Orlando uses the reporting tools Crystal Reports and QlikView. Both systems are connected to Exact Globe and extract the data from the Exact software. "This works perfectly and gives management the information they need to run the company," adds Loenen.

OLD SITUATION

Menken Orlando has worked with Exact for DOS since 1986. But over time and with the growth of the company, there is a need to include increased functionality in the system. The company was ready for a new package.

THE SOLUTION

Menken Orlando is able to include many of its business processes in Exact Globe. Exact Globe is a solution specifically in the area of manufacturing and logistics. Currently, Exact Synergy is being implemented for the workflows.

BENEFITS

- Far more functionality in a range of systems
- Increased efficiency and effectiveness thanks to Exact Globe
- All information stored in Exact Globe
- Improved management information through QlikView and Crystal Report
- Improved inventory management and logistics

Exact Synergy for the future

"Our next step is to include processes which are carried out by multiple departments, or even carried out by external parties, in separate workflows in Exact Synergy. This aims to increase efficiency further, securing even better progress and quality." Menken agrees: "At Menken Orlando we continue to work on the optimisation of our processes, and Exact helps us with this."

Facts

Organisation name	: Menken Orlando
Organisation Sector	: Food industry
Locations	: The Netherlands, Russia & Great Britain
Number of Exact users	: 49
Active Exact product lines	: Exact Globe, Synergy
Focus areas	: Financial, Logistics, Manufacturing and WMS
Website	: www.menkenorlando.nl