



ProcessPro ERP Software Supports Manufacturer's Mission

21st Century HealthCare's CFO, Jim Jumpeter, recaps his decision to purchase ProcessPro® Premier ERP as the company's ERP software solution, and retells the benefits his company has experienced in partnering with ProcessPro to help run their business in an unedited letter of recommendation.

In January 2004, without running any parallel programs, we fired up ProcessPro software and never looked back. It was one of the best business decisions I made in my career. ProcessPro's ERP solutions for process manufacturing has supported our extensive growth for more than seven years. Our revenues have increased more than five times since 2004; we have hundreds of SKUs, numerous product lines, and have expanded from one to five separate facilities. We handle everything from raw materials to packaging and finished goods.

It was very important to find a developer that was offering a complete system from beginning to end; the ProcessPro system did just that. It was also critical that the company was cutting edge, industry specific, willing to offer program modifications for our specific needs, and provide support beyond the typical "Help Desk." We also wanted a database that was solid, yet easy to access and pull information for management reports. For the past seven and a half years, ProcessPro has performed as promised, and in many instances above and beyond our expectations.

Most recently, the vitamin and supplement industry has come under the watchful eye of the FDA. ProcessPro helps meet many of the regulatory requirements of cGMP and FDA documentation. It provides much needed system security and audit trails that support our transactions. We will soon be using the electronic signature features of the program and linking our internal SOPs to help ensure we meet industry standards and regulatory requirements.

The Process Manufacturing and Inventory Control applications have added a great deal of control to our operations without sacrificing efficiencies. In fact, they helped increase our productivity many times over and allowed our managers to focus on the production process and training. We spent the past several months planning, preparing, and with the help of a ProcessPro Implementation Specialist, put the Automated Warehouse System (AWS) into operation. We are already experiencing better controls, accuracy, and improvements in productivity and customer service. In addition, our employees are excited about the new process – that is always a plus and makes management's job so much easier. Based on everything I've seen so far, our inventories are now real time, our counts and order fulfillment are more accurate, and our percent-of-service to our customers has improved. The extra benefit from all of this: improved sales, margins, and bottom line results. As CFO, that makes my job much easier and enjoyable.

I can go on about the software and how your company can benefit by implementing the ProcessPro solution. Before ending however, I would do you an injustice by not mentioning the people associated with ProcessPro. I have found Ward Blaschko, the CEO for ProcessPro, and everyone of his sales, administrative, programming, and support staff to be exceptional individuals to work with. They have always been fair, helpful, diligent, resourceful and willing to go above and beyond to satisfy our needs and to meet the challenges of the manufacturing industry. I recommend the product and the people of ProcessPro without hesitation or reservation.

Best of luck with your software decision. I hope to meet you at the next ProcessPro User Conference which the company sponsors each year in the fall. The conference is a great opportunity to learn more about the product, have a "sneak peak" at future releases, and meet the many ProcessPro professionals and satisfied users of the software.

Respectfully,

Jim

Jim Jumpeter, CFO - 21st Century HealthCare, Inc.
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Who is 21st Century HealthCare?

21st Century[®] HealthCare, Inc. is one of the largest international manufacturers of dietary supplements in the United States. With offices in seven strategic locations around the globe, 21st Century[®] vitamins and nutritional products are sold in more than 50 countries and labeled in over a dozen languages.

With over 1000 health products to choose from, 21st Century manufactures everything the health-conscious consumer could desire – from vitamins, minerals, and herbal extracts, to cutting edge weight management products, herbal teas and pet nutraceuticals from the Animal Nutrition Division.



All 21st Century nutritional products are manufactured and packaged under strict laboratory procedures and current Good Manufacturing Practices (cGMP) to ensure unqualified purity, freshness, and label potency. Learn more at www.21stcenturyvitamins.com.

Jim Jumpeter, CFO 21st Century HealthCare

Jim spent the first 13 years of his career with The Kroger Company. While serving as Corporate Controller for Kroger, he was recruited for the CFO position of a 700 store chain owned by Sara Lee Corporation. After that chain of stores was sold, Jim served as CFO for a drugstore chain spun off by Kroger. From 1990 to 1999, he operated his own business as an accounting and software consultant. Jim represented a software package called RealWorld, which was later acquired by Great Plains, and then acquired by Microsoft.

Jim took on a consulting project for a company called 21st Century HealthCare. With his experience in drug store business management and software consulting, Jim was selected to help 21st Century utilize a software package to manage the growing business. It was the RealWorld/Great Plains software that Jim initially brought to 21st Century as a consultant in 2000. Upon the completion of his consulting project, Jim accepted an offer by the president of 21st Century HealthCare to be the company CFO.

After working with the RealWorld/Great Plains accounting package for just over 2 years, Jim decided to look for software that was more industry specific. Having been an accounting and software consultant, he knew the business quite well and was familiar with many packages and options. Jim spent six months researching and talking to software developers and resellers. ProcessPro was one of the packages he reviewed along with many others. By mid-2003, after having met Ward Blaschko, CEO of ProcessPro, Jim made the decision to go with ProcessPro[®] software.

For more information about ProcessPro software, ERP software for the process manufacturing industry, visit www.ProcessProERP.com.