



ProcessPro[®] Industry Profile:

Gaia Herbs, Inc.

Liquid Herbal Extracts



“We have never worked with a company that could assimilate our needs so well for custom developed enhancements to an ERP program as ProcessPro,”

- Jim Moore, IT Manager, Gaia Herbs, Inc.

Company History

Gaia Herbs, Inc. is the leading U.S. manufacturer of liquid herbal extracts of guaranteed quality and certified organic purity. Gaia Herbs, established in 1987, has earned an outstanding reputation. The company maintains unsurpassable product quality, is an authority in herbal education, and uses the most current innovations in its product development. As a full-service provider to the herbal marketplace, Gaia will source, process, and package herbs for its customers. The extracts are sold in bottles and encapsulated form directly to retail outlets, whole food corporations, and distributors.

Situation

Gaia was using a DOS-based accounting package for managing its business’ financial component. The manufacturing processing and planning elements were managed manually or with side applications. Because many of the manual processes and side systems were outside of systematic control, Gaia faced daily challenges in obtaining timely, accurate information from its system. This led to a lack of confidence in the information presented by the financial system. Gaia Herbs set out to find an integrated ERP system that contained industry-specific requirements to better manage its operations.



Gaia Herb Farm Valley. 250 pristine acres of certified organic farmland.



Requirement	Description	Solution - ProcessPro
Costing	Gaia’s General Ledger Chart of Accounts was under reconstruction to better support the company’s financial reporting requirements at the time of ProcessPro’s company examination. This process was time consuming and had potential for a significant margin of error.	Designed specifically to define and create transaction category codes, ProcessPro [®] software is able to control the sales revenue and cost of goods sold; this tracking capability is a key feature in meeting Gaia’s requirement for creating customer performance analysis reports.
Pricing Structures	All of Gaia’s contracted customers have special pricing and discounts. These values were all calculated manually on each order. A customer service representative also had to check the availability of the product(s) being ordered, often resulting in dissatisfied customers when delays occurred.	ProcessPro [®] software provides easy access to special pricing for each customer. All discounts, credit holds, shipping charges, etc. assigned to each of Gaia’s customers are automatically applied to the order invoice. The software also provides the critical link between the customer service and production, minimizing delays and order errors.
Solid/Accurate Inventory Control	Gaia has several of the same products that all need to be categorized separately according to classifications including organic, non-organic, and kosher.	ProcessPro [®] software provides several methods for auto-generating lot numbers for raw materials and finished goods, greatly improving Gaia’s inventory accuracy.

<i>Requirement</i>	<i>Description</i>	<i>Solution - ProcessPro</i>
Stable Software	A significant amount of down time was experienced by Gaia with the use of their previous software. There were also far too many transactions that jammed up the system.	The seamless integration of all of the software's functions, along with a dedicated and knowledgeable ProcessPro Power Team, means all of Gaia's business needs are met.
Automatic PO	When purchasing office and operation supplies, in addition to raw materials, purchase orders were processed with multiple formats to distribute the goods between several departments. This was difficult because it created multiple invoices against one purchase order.	The purchase order function of ProcessPro® software automatically sends data to the appropriate departments and allows Gaia to put several invoices on one purchase order. With this feature, Gaia is able to set priorities in paying each invoice and utilize the "Approve to Pay" element for well-timed and accurate payments.
FDA-regulated	It was difficult to sustain cGMP compliance with Gaia's previous software system. As a leader in their industry, this is an expected standard.	ProcessPro® software provides all the tools necessary to help Gaia uphold cGMP compliance as well as many other FDA regulations.

"ProcessPro has far exceeded our expectations in regard to functionality, accuracy, expertise, and all around service" says Moore.

Conclusion

In short, Gaia needed the benefits of an integrated operations and financial system that ProcessPro® software was proficient in providing. The greatest benefit to Gaia Herbs was the ability to gather, retain, consolidate, and report data/information from one integrated, central source. ProcessPro® software was able to furnish Gaia with the capability to plan and make business decisions based on historical information with the highest degree of integrity, availability, and accessibility. In addition, the software provided Gaia the opportunity to use the controls and integration features that provided timely, more accurate business information.

ProcessPro professionals follow a proven structured implementation plan to yield an efficient and successful project. Each project is assigned a Power Team to work hand-in-hand with the client to understand their business operations, customize the software, implement, train and support the client after the sale.

Get the tools you need to more efficiently manage your high-regulated manufacturing operations. To find out how we can help you implement a successful ERP system, contact ProcessPro to request a free software demo and product literature.



ProcessPro® software is proud to be the leading Windows-based software for the highly-regulated process manufacturing industry. ProcessPro® software seamlessly integrates all aspects of your plant operation, from beginning order entry through manufacturing, packaging, shipping and accounting. Competing in the middle market, ProcessPro® software rises above the other industry software in production capabilities, financial integration, user interface, system functionality, flexibility and more.

ProcessPro thanks Gaia Herbs, Inc. for sharing its business' success in using ProcessPro® software!

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