

## Case Study – 21st Century® HealthCare, Inc.

### Challenge

21st Century expressed a few major concerns for an ERP solution during their initial search. For starters, they desired a complete system from beginning to end. They also required a software company that was cutting edge, industry specific, willing to offer product modifications to meet their needs and offered a quality support team. The industry was also experiencing increased regulatory requirements of current Good Manufacturing Practices (cGMP) and Food and Drug Administration (FDA) documentation, and needed an ERP solution that would provide sound reporting standards.

### Solution

21st Century implemented ProcessPro's ERP solution in January 2004, without running any parallel programs. ProcessPro offered an industry specific and fully integrated ERP solution with a strong, knowledgeable support team. 21st Century also desired more inventory control to increase the productivity of the manufacturing process. They have experienced an immense return on investment from implementing Warehouse Management Solution (WMS).

#### SOFTWARE ADD-ON APPLICATIONS:

- WMS
- Business Intelligence (BI)
- Advanced Scheduler
- EDI



#### CLIENT PROFILE

21st Century® HealthCare, Inc. is one of the largest international manufacturers of dietary supplements in the United States. They manufacture everything from vitamins, minerals and herbal extracts, to weight management products, herbal teas and pet nutraceuticals from their Animal HealthCare Division. 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.

*"I can go on about the software and how any process manufacturing company can benefit by implementing ProcessPro. In addition, the staff at ProcessPro has 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."*

*Jim Jumpeter,  
Chief Financial Officer  
21st Century® HealthCare, Inc.*



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## Results

### GROWTH

ProcessPro has supported 21st Century's extensive growth over the past decade. They have experienced improved sales, margins and bottom line results. "Our volumes have increased significantly since 2004; we have hundreds of SKUs, numerous product lines and have expanded from one location to five separate facilities," stated Jim Jumpeter, Chief Financial Officer, 21st Century® HealthCare, Inc.

### INVENTORY CONTROL

21st Century has experienced a great deal of control in their day-to-day operations without sacrificing efficiencies to do so. In fact, they have experienced an increase in productivity many times over, allowing their managers to focus on production process and training. With real-time data and inventory counts they have been able to fulfill orders with increased accuracy and improved their percent-of-service to their customer base.

### REGULATORY REQUIREMENTS

In recent years, the vitamin and supplement industry has become more regulated and the need for adherence to cGMP requirements is critical. ProcessPro ERP software provided the means and ability they needed to properly audit and track their production transactions from beginning to end.

#### BENEFITS OVERVIEW:

GROWTH

INVENTORY CONTROL

REGULATORY REQUIREMENTS



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