



All Seasonings Ingredients Achieves Growth After Transitioning to ScanForce

All Seasonings Ingredients, Inc. adds spice to life – literally. This family-owned business imports spices from around the world and creates custom blends and overall solutions for the foodservice and manufacturing industries. Since 1994, the Oneida, NY, company has grown to become an industry leader, building strong customer relationships through its commitment to exceptional customer service, continually monitoring industry trends, and, of course, providing delicious, quality ingredients.

All Seasonings Faced Challenges that Created Barriers to Productivity

All Seasonings operates three warehouses, including a multiline production facility, and uses Sage to manage its operations. Several years ago, the business determined that directed picking, putaway, replenish, label printing, and license plating would streamline processes and increase efficiency.

The company integrated software with Sage to enable these functions. Unfortunately, however, the solution contained bugs that developers couldn't resolve, even though the provider promised it would work "right out of the box." In addition, because All Seasonings does not have an internal IT department, each issue resulted in tens of thousands of dollars in fees from their IT service provider or Sage consultant.



END-USER

All Seasonings Ingredients, Inc.

CHALLENGE

Previous WMS Solution contained bugs and the software provider didn't meet its service level agreement

SOLUTION

Bug-free — out of the box solution that eliminates manual operations and meets efficiency goals through directed picking, automated label printing, and other optimized processes.

Additionally, the software provider didn't meet its service level agreement. "We paid a premium for two-hour response time but did not get responses for 24 to over 48 hours," said Christine Madonia, All Seasonings process manager and import supervisor.

"In the two years with this company, we were forced to close tickets that weren't resolved and open new tickets because of 'pressure from management to get tickets done,'" she added.

All Seasonings was also impacted by turnover at the software company, the developer who sold All Seasonings their solution left the company shortly after software implementation. "It left a huge void in the development team," Madonia said. They also never had a dedicated account rep, talking to a different person at the help desk each time and waiting while that person tracked down help from the development team.

A ScanForce Partner Delivers the Solution

Enter David Hurley, business analyst and consultant at ScanForce partner Net at Work. Madonia contacted him to discuss the issues All Seasonings was experiencing. His recommendation was to transition to ScanForce's warehouse management and barcode scanning system that works seamlessly with Sage 100.

All Seasonings quickly discovered that ScanForce eliminated all of the challenges its former software had created. First, ScanForce worked — bug-free — out of the box and eliminated manual processes that the company had to revert to when its previous solution didn't work as promised. Next, ScanForce was also the key to meeting efficiency goals through directed picking, automated label printing, and other optimized processes.

Additionally, Net at Work and the ScanForce team patiently, politely, and professionally addressed any issue that arose. The implementation team gave All Seasonings its full attention, and the ScanForce team continues to provide the same level of service as they did the first day.

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“They are large enough to have expertise in almost every area but small enough to make us feel like they don't have any other customers,”

Madonia says.



All Seasonings also benefits from working with a team of problem-solvers. For example, Madonia said an issue with printing pallet labels in the past took multiple developers working for weeks, added costs — and, ultimately, it was never resolved. However, once All Seasonings transitioned to ScanForce, a 15-minute phone call with Gary Lamb and a few email exchanges were all it took to print labels from scan guns and computers to three different printers. “Gary said he had never seen anyone so happy to print a barcode and a number on a 3x2 sticker,” Madonia said.

The Benefits of Working with ScanForce

After minimal training and a smooth rollout, All Seasonings began to see the needle move toward their goals of greater efficiency and productivity. “If we had stayed on the same path, we would not have been as efficient in sustaining our growth in 2020,” Madonia said. “Also, so many other areas of our company would have suffered because of the time spent trying to get our former software company to answer our calls and close tickets.”

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Madonia added, *“If we didn’t switch to ScanForce, we’d still be using manual processes to print barcode labels, and we wouldn’t be able to achieve the productivity we can today. ScanForce eliminated a lot of pain and frustration for our employees.”*

“We knew moving All Seasonings to ScanForce would deliver the outcomes they needed,” said Alex Solomon, co-President of Net at Work. “Time and again, we see legacy ERP customers eliminating manual work by automating processes with ScanForce.” All Seasonings continues to work with Net at Work and ScanForce to enhance its operations and considers the team to be partners in their business growth. “With them [ScanForce] on our team, I know we can accomplish everything we need to,” Madonia says.

She added, **“Suffice it to say, ScanForce has been the best solution for us.”**

