

CASE STUDY

Sartori Company Transforms its Labeling Processes With TEKLYNX CENTRAL

Solution: TEKLYNX CENTRAL

Partner: Miles Data

Industry: Food & Beverage

Background

A fourth-generation family owned and operated cheese manufacturer, Sartori Company has produced artisan and premium cheese for over seven decades. Based in Plymouth, Wisconsin, Sartori recently expanded its product lines to include specialty and limited-edition cheeses alongside its award-winning Parmesan and other classic offerings.

Multiple custom labels are required for Sartori's products, which vary in size, type and weight. The company also creates specific labels for both internal and external use. Pallet tags are used in Sartori's warehouse to track inventory quantity and location, while one-off labels are often created to communicate specific information to different teams. Various customer-facing labels are also used on cases of product and individual items to provide detailed information including item weight.

Sartori's previous labeling process was not integrated with their JD Edwards Enterprise Resource Planning (ERP) system and leveraged two different labeling software systems – Loftware and TEKLYNX LABELVIEW – to generate labels within the facility. Using multiple applications with local workstation installations resulted in difficulties for label design and template coordination and complications in the upgrade and maintenance process. While the Quality Control team was entering information into their systems for use on over 1,000 label templates, users were printing directly from the design application.

Challenges

- ✓ Label printing interface permitted users to modify label designs and content outside of a tracked process
- ✓ Manual data entry was time consuming and error-prone
- ✓ Individual workstation installations were difficult to troubleshoot and increased IT expenses

Results

- ✓ Significant reduction in labeling errors and wasted stock, as secure template access enforces a standardized process
- ✓ Complete integration with ERP system ensures accuracy by automating label creation, reducing print time from a minute per label to mere seconds
- ✓ Centralized administration helps coordinate licensing and support, which has led to faster installation, upgrades and template definition

This enabled print users to modify label designs on an ad hoc basis, resulting in increased errors and administrative overhead.

To keep up with the company's growth and address these labeling complexities, Sartori sought a new label design solution to replace the two disparate applications that were in place. "As we began our search, ease of use was paramount. We wanted the user interface to be intuitive so people could start using it immediately," said Ted Rostkowski, Sartori Systems Administrator. "We needed a labeling system that could make their jobs easier – and more effective."

"When I saw the user interface, I knew TEKLYNX CENTRAL was the right fit for our team. Through the implementation process, we've reimaged how we manage our data, which has made every aspect of our product labeling more effective."

-Ted Rostkowski,

Sartori Systems Administrator

Solution

Sartori started researching labeling solutions and comparing options with their reseller, Miles Data (now merged with Peak Technologies). Miles Data and TEKLYNX sales teams worked together to help Sartori reconstruct its labeling process and developed new ways to incorporate critical business data from their ERP system into their label designs. "TEKLYNX provided a demo platform for 30 days, which allowed us to see how the solution would work for us," Rostkowski said. "That really gave them a leg up during the evaluation process." After working in the demo system, Sartori confirmed that TEKLYNX CENTRAL's simple web interface was intuitive enough for team members to learn quickly, and would help Sartori lock down label designs and apply user restrictions based on job roles. Web-based access eliminated the need for individual workstation installations, which dramatically cut costs and administrative overhead.

The implementation plan involved integrating the solution with the JD Edwards ERP system and eliminating the data redundancy that came from simultaneously using an SQL database. The team also leveraged COMet, an automated capture tool used with CODESOFT, to pull weight information from a scale into product label designs. During the implementation process, TEKLYNX sales engineers were available 24/7 to provide support and answer questions, and made periodic site visits to assist with configuration and ensure the system was working properly. "We had unique requirements, and TEKLYNX was always willing to help us," said Rostkowski. "Our ERP system would have required custom development regardless of the labeling application we chose, and TEKLYNX offered round-the-clock support to make the integration work."

TEKLYNX CENTRAL, all-in-one labeling solution integrates with ERP and other business systems while reducing print time, and increasing operational efficiency.

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Results

With TEKLYNX CENTRAL, print users are no longer able to modify label designs from their workstations, resulting in a significant decrease in errors. The label selection process is also far less complex, as fewer templates are now in use on the production lines. Sartori team members have embraced TEKLYNX CENTRAL. "Process changes are often challenging for staff who are comfortable working within their existing methods," said Rostkowski. "TEKLYNX CENTRAL has made daily operations easier for our team, and line managers have given great feedback on the results."

Full integration with Sartori's ERP system ensures that the information on each label is accurate. Manual data entry is a thing of the past – now, a user simply has to scan a barcode on the work order and all of the relevant information is pulled into the label design. This process, which previously took up to a minute per job, has been reduced to mere seconds. Integration has increased productivity on the lines while improving communication between the Quality Control and warehousing teams, who now share information through the system more effectively.

TEKLYNX CENTRAL has also helped Sartori develop formal labeling processes that are easy to enforce. Because each workstation restricts the available labels to only those appropriate for the task at hand, team members aren't tasked with scrolling to locate the correct template among hundreds of options. In the past, an error might not be found until multiple labels were run. Production lines were stopped until the issue was resolved, and label stock was wasted when each product was relabeled. Since the implementation of TEKLYNX CENTRAL, the label printing process runs much more smoothly and production has not been stopped as a result of a labeling issue.

Troubleshooting software issues is much easier with the solution's centralized administrative features, and upgrades are easy to implement company-wide. As Sartori continues to expand its operations, TEKLYNX CENTRAL can easily grow with it.

KEY RESULT

Manual data entry has been eliminated, reducing the label creation process from up to a minute per job to mere seconds. All of the relevant information is pulled into the design by scanning a barcode.

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