

Dave's Gourmet

Specialty Food Manufacturer Moves to SAP Business One and Sees Shipping and Order Flow Accelerate by 35%



“ SAP Business One is a powerful program that allows me to quickly capture and move information that I need to make better, more informed decisions for my company. ”

Dave Hirschkop, Owner and President of Dave's Gourmet

Company

Name:

Company: Dave's Gourmet, Inc.

Industry:

Specialty Food Company with products ranging from organic pasta sauces, drink mixes, to hot sauces

ERP System:

[SAP Business One](#)

www.davesgourmet.com



Summary

- Full visibility into company costs with custom, real-time reports
- Complete insight into their inventory - streamlining both purchasing and warehouse management
- Consistent and higher quality customer experience
- A scalable solution that will allow continued business growth

Customer Profile

Dave's Gourmet is a privately-owned specialty food manufacturer based in San Francisco, California. They are well known for [Dave's Insanity Hot Sauces](#), but also produce a wide variety of food items ranging from organic pasta sauces to drink mixes. Over the past 13 years, Dave's Gourmet has been dedicated to providing unique, high-quality products to their customers by using fresh specialty ingredients, unique flavors, and allowing their fun personality to shine through with their creative packaging.

The Challenge

Without a formal inventory management system in place, Dave's Gourmet had difficulty in keeping track of their products transit across states. Using a small business accounting software package meant that the company had to manage without some of the functionality needed to support their growing operations. The company had little visibility into costs due to different price structures in various grocery channels, and keeping up with the status of a higher volume of orders became a challenge. With the previous software, Hirschkop was not getting proper insight into customer service queries and buying patterns. He wanted to be able to make informed decisions on how to handle these issues as they arose. Realizing that the company would have to dramatically increase administrative expenses if they continued using their accounting software, he looked for a scalable, integrated solution to meet the company's aggressive goals.

The Solution

After researching several accounting solutions, Dave's Gourmet selected [SAP Business One](#) to manage their inventory more effectively and ultimately create a better experience for their customers. By implementing SAP Business One, each employee can access real-time information

SAP Business One®

and reports to understand how their products are selling and identify any customer buying patterns. Dave's Gourmet has seen a boost in sales and profits because they have been able to accelerate order flow and shipping times by 35%, reduced inventory and lowered their incidences of out of stock items by 15%

With the help of the custom reports and accurate, real-time information provided by SAP Business One, Dave's Gourmet has the ability to provide a higher quality of service to their customers. The employees at Dave's Gourmet are able to efficiently address customer inquiries as they arise rather than taking extra time to pull the necessary information to resolve them. They can also provide even more value to their customers by ensuring that they have inventory in stock at any given time. Through SAP Business One, Dave's Gourmet has improved their order management, purchasing processes, and warehouse management. With these improvements, Dave's Gourmet can continue to create new and exciting products for their customers and, in turn, scale their business.

With SAP Business One, Dave's Gourmet has boosted sales and profits, accelerated order flow and shipping times of 35% and reduced its inventory and incidences of out-of-stock items by 15%.



Working with Vision33

Vision33 provided Dave's Gourmet with the local support they needed to have a successful new software integration. Because [Vision33](#) is the #1 Global Value Added Reseller (VAR) for the SAP Business One application, Dave's Gourmet also has access to world-class technical resources that provide them with as much support, training and guidance as they need. With the help of Vision33, Dave's Gourmet learned how to leverage resources pulled from SAP Business One in a more sophisticated way so that they could have a full, 360° view of their business. **"Vision33 has helped us unlock the potential of the powerful program that is SAP Business One,"** says Hirschkop **"We have full confidence that they can and will help us take the next step in our business growth by identifying how best to leverage the program's exiting features when we are ready to set new goals."**

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