

CUSTOMER CASE STUDY: RPC CRESSTALE

**Sage Enterprise**  
helps mould the future for  
plastics manufacturer



**sage**

**Enterprise Solutions**

## Client profile

From its base near Middlesbrough, plastics manufacturer RPC Cresstale exports its cosmetics packaging products across Europe. In the UK, the company's high-profile customer base includes Revlon, Boots, Procter & Gamble, Avon and other well-known cosmetics brands.

Acquired by the market-leading RPC Group nearly two years ago, RPC Cresstale is firmly focused on the future and is positioning itself to embark on eCommerce to increase its competitive advantage.

*"The time we used to spend on generating reports can now be invested directly in our business."*

Graeme Ratcliffe,  
Finance Manager, RPC Cresstale



## The challenge

RPC Cresstale was an established Sage Enterprise Solutions customer, with a Sage CS/3 UNIX-based business management system in place. This system was chiefly used to support its accounts department, and its distribution and manufacturing functionality was not fully exploited.

To maintain control of an extensive manufacturing operation demands quality management information at both tactical and strategic levels. RPC Cresstale management became increasingly aware of the need to be able to interrogate their database more easily and extract both up-to-the-minute ad hoc and routine reports.



## Solution summary

**Sage software:** Sage Enterprise – Finance/Distribution/Manufacturing modules, Business Alerts for Sage Enterprise

**Operating system:** Windows NT®

**Database:** Microsoft® SQL Server

**No. of users:** 24 concurrent users

## The solution

**When RPC Cresstale managers attended a seminar on the benefits of moving their business management system from UNIX to NT, they quickly recognised the potential benefits that migrating to a new platform would bring to the business.**

Such a move would achieve the company's immediate objective of gaining easy access to high-quality management information and would also lay the foundation for taking the business online via the internet at some future time.

With the Sage Enterprise solution, RPC Cresstale purchased finance, distribution and manufacturing modules to extend the business management system far beyond accounting to support its entire operation.



## The benefits

**The new Sage Enterprise system now supports RPC Cresstale's whole operation, from ordering raw materials to sending the finished product out to the customer. One of the primary goals of moving to the NT platform – enhanced management reporting – has been readily achieved. Reports can be easily produced using standard tools such as Microsoft Excel.**

Although it is still early days for the new system, managers at RPC Cresstale are already experiencing the benefits. As Graeme Ratcliffe, Finance Manager, comments, "Report-generating used to consume large amounts of our time – up to two hours every day for our Customer Services department alone. That time has now been totally freed up, so staff can concentrate their attention where it brings the best return – on our customers and on the business. You can imagine the impact that has had."

He adds enthusiastically, "Sage Enterprise lets us go straight to the data we need without the time-wasting duplication and menu navigation that our former database, C-ISAM, required."

Graeme Ratcliffe goes on to explain, "Previously, we had to work in batch mode, with delays before the reports emerged, by which time the data was out of sync with events. With Sage Enterprise and Microsoft SQL Server, we can readily obtain up-to-the-minute reports exactly when we need them. Through 'pivot' tables in Microsoft Excel, we can track sales invoices and stock movements as they happen, simply and quickly."

The Business Alerts capability of Sage Enterprise keeps RPC Cresstale firmly in control of events and conditions that require immediate action. Graeme Ratcliffe says, "As well as standard warnings, such as informing us when minimum stock levels are reached, we can use Business Alerts to streamline our manufacturing facility. Now, for example, a delivery of materials can immediately trigger the start of a production run."

## The future

Extending the functionality of its business management system has been so successful to date that RPC Cresstale is looking to take it even further. Managers are currently looking at implementing shop-floor data collection and advanced production scheduling, with a view to developing a fully integrated manufacturing resource planning system.

As for embarking on eCommerce, Graeme Ratcliffe emphasises, "eCommerce fails where companies generate demand they cannot meet efficiently. Before offering eCommerce facilities to customers, it's essential that internal processes and back-office systems are absolutely water-tight. The Sage Enterprise system we now have in place is helping us take great strides to achieving this goal."



**For more details of the solution provided for RPC Cresstale, please contact Sage Enterprise Solutions.**

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### Enterprise Solutions

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