

Date of publish: 19-03-2024

Benchmade sharpens operations, cuts year-end processing time by 75% with SYSPRO

Benchmade Knife Company improves operations using SYSPRO



Benchmade Knife Company

Established in: 1987

Company size: 337,000 pounds of steel

Customer Profile

Benchmade Knife Company has been making premium quality knives since 1987, earning a loyal customer following drawn to their high-end materials and utility. Every year, Benchmade machines, finishes and hand sharpens 337,000 pounds of steel which are laser cut into more than 1 million blades.

Their Business Challenge

Benchmade's outdated software was causing inefficiencies and errors in inventory tracking, resulting in stockouts and lost sales, as well as difficulties in managing production schedules and tracking orders.

The Solution

After assessing multiple systems that seemed promising on paper but ultimately fell short of delivering the expected functionality, Benchmade came across SYSPRO. Following extensive discovery, Benchmade concluded that it was the ideal solution for its needs.

The Outcome

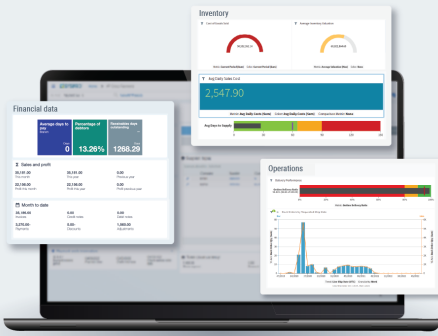
SYSPRO enabled Benchmade to better manage its inventory, production, and order tracking. The new system improved efficiency, reduced errors, and allowed Benchmade to better forecast demand and plan production schedules. Additionally, SYSPRO has enabled the manufacturer to successfully connect its systems through e.Net integration, providing real-time job processing on the production floor.

“

“You would be surprised at the level of complexity it takes to make a knife, and to create all the different models needed. That's where SYSPRO has really helped us.”

– **Kristine Gittins**, Executive Vice President, Benchmade Knife Company.

SYSPRO 8 Benefits to Customer



- 75% reduction in overall year-end processes
- 85% decrease in general ledger year-end processes
- Streamlined and automated tasks involved in concluding the fiscal year, resulting in a significantly more efficient and time-saving process
- Improved inventory management, production and order tracking
- Enhanced efficiency and reduced errors
- Ability to better forecast demand and plan production schedules
- e.Net integration provides real-time job processing on the production floor

Benchmade also adopted the SYSPRO Point of Sale system to fulfill orders, gain visibility into customer orders, and accept cash and credit cards. The system provided security features and streamlined customer service, both in the retail outlet and at trade shows.

Overall, the adoption of SYSPRO ERP and POS solutions helped Benchmade streamline operations, improve customer service, and accommodate rapid growth.

Nearly three decades later, Benchmade continues to run its business on SYSPRO, taking advantage of business-boosting capabilities in every product release.

Currently, Benchmade is collaborating with SYSPRO Client Services on workshops focused on optimizing MRP, scheduling, supply chain, and Benchmade's new B2B custom work. Further optimizing its SYSPRO investment, the manufacturer plans to add SYSPRO's Supply Chain Portal to its ERP system and revamp its retail POS.



About SYSPRO

SYSPRO is a leading, global Enterprise Resource Planning (ERP) software provider, specializing in key manufacturing and distribution industries. Our Industry-built solutions and services are designed to make things possible.

SYSPRO's ERP solution empowers customers to take the next step – whether it is expanding into new territories, adding new product lines, transforming business processes, or driving innovation. Through our ERP software, customers gain access to solutions, processes, and tools to assist in the management of data for key business insights and informed decision making. The solution is scalable and can be deployed in the cloud, on- premise, or both, and accessed via the web on any device to provide customers with choice and flexibility.

As a trusted advisor, SYSPRO remains focused on the success of partners and customers. With a strong commitment to channel partner growth, SYSPRO customers are backed by a team of global experts that drive maximum value out of IT systems and business solutions. We are committed to addressing the unique needs of our customers, enabling them to easily adapt and remain resilient. Our evolving solutions are aligned with industry trends and leverage emerging technologies that will enable partners and customers to secure a digital future and to gain a competitive advantage.

Learn more about SYSPRO's ERP solutions at www.syspro.com or contact us on info@syspro.com