

Chapman's Ice Cream Boosts Inventory Control by 30%; Increases Yield by 5% with SYSPRO

Chapman's Ice Cream

Established in: 1973

Company size: 800 employees

SYSPRO modules enable smarter production

Customer Profile

Chapman's Ice Cream is a premier Canadian ice cream producer, known for its high-quality products and longstanding heritage. Founded in 1973, Chapman's operates with over 800 employees and has trusted SYSPRO, in partnership with Shea Business Solutions, for more than 25 years to support its growth, innovation, and market reach.

Their Business Challenge

Chapman's faced a range of operational challenges before implementing SYSPRO's advanced ERP modules, including: forecasting complexities resulting from inefficiencies and data silos across departments; manual management of production scheduling which often required last-minute adjustments; and difficulties in deriving actionable insights, particularly for scheduling and inventory management.

The Solution

Chapman's implemented SYSPRO's Inventory Optimization (IO) and Advanced Planning and Scheduling (APS) modules. It now has a real-time forecasting platform that aligns sales and production needs. Chapman's has also stabilized production planning, transforming it into a predictable four-week schedule which is only adjusted for critical issues. This has been invaluable in managing demand peaks.

The Outcome

Chapman's Ice Cream has achieved notable improvements since implementing SYSPRO's Inventory Optimization and Advanced Planning and Scheduling modules. These range from stable scheduling to a 30% improvement in inventory control, cross-departmental visibility and the potential ability to optimize costs.



"With SYSPRO Inventory Optimization, we've replaced dozens of scattered spreadsheets with a single system. It's not just about reducing spreadsheets; it's about ensuring that every department, from sales to production, has access to reliable and timely, up-to-date data."

– **John Fleming**, VP of Systems, Chapman's Ice Cream.

SYSPRO Benefits to Customer



- Real-time forecasting platform
- 33% more visibility in scheduling
- 5% increase in production yield
- 30% improvement in inventory control
- Seamless access to APS data has improved purchasing and inventory decision making

Prior to implementing SYSPRO's advanced ERP modules, sales forecasting at Chapman's relied on disparate Excel spreadsheets across departments, leading to inefficiencies and

data silos. Manual production schedules and reliance on a three-to-four-week historical perspective often resulted in last-minute adjustments to production plans. The team also struggled to derive actionable insights, particularly for scheduling and inventory management. The siloed nature of information impeded comprehensive visibility across departments, limiting their ability to make proactive, data-driven decisions.

SYSPRO introduced a stable four-week production plan with a one-week lock, expanding to six weeks with a two-week lock. This provided 33% more visibility in scheduling, eliminated volatility, reduced last-minute adjustments, and saved labor hours by allowing longer, more consistent production runs. Additionally, consolidated production runs led to a 5% increase in production yield, optimizing machine time and efficiency.



Implementation Partner

SHEA Global



We're experts in business optimization. We partner with you in building a smarter, leaner, more profitable business. SHEA Global is a Specialized Solutions Partner serving Ontario and BC.
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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