



PlanetTogether Coffee Roasting and Packaging

CUSTOMER CASE STUDY

CUSTOMER

Diedrich Coffee, Inc.

INDUSTRY

Coffee Roasting and Packaging

LOCATION

Castroville, California

NUMBER OF MANUFACTURING FACILITIES

1

NUMBER OF RETAIL LOCATIONS

118

NUMBER OF CORPORATE EMPLOYEES

300

APS SYSTEM

PlanetTogether for Sage MAS 500

Coffee has been around for centuries, playing an important role in many societies ranging from religious ceremonies to one's daily morning routines. Carl Diedrich, a coffee connoisseur, studied Yemen coffee beans to bring back the original taste and features of where it all began. He founded Diedrich Coffee, Inc. in 1972 which continues today as a specialty coffee roaster, wholesaler, and retailer of coffee from Indonesia, Africa, South America, and Central America. Diedrich sells brewed, espresso-based and various blended beverages primarily made from their own fresh roasted premium coffee beans, as well as light food items, whole bean coffee and accessories, through 110 company-operated and franchised retail locations in 25 states. Diedrich's brands have also expanded to include Gloria Jean's Coffee and Coffee People. With such a variety of coffees, teas, and ancillary products from around the world, Diedrich Coffee has grown to a network of stores, chains, and distributors across the United States delivering gourmet coffee to your home and office.

With such a growing addition of new brands such as Gloria Jean's and Coffee People, Diedrich's production planners needed an efficient tool to help them with their scheduling problems. Time was

spent more on the mechanics of scheduling production than on the business' bottom line. To help their business, Diedrich turned to PlanetTogether Inc., a San Diego based Advanced Planning and Scheduling (APS) software company.

Finding Automation and Flexibility

Before PlanetTogether, Dana King, VP Information Services & Customer Fulfillment, and Joyce Parra, Diedrich's Production Scheduler, had to rely on Excel spreadsheets to handle everything. As Dana recalled, "The Excel spreadsheets have a lot of impractical formulas. It was a lot of work, a lot of time, very fragile, easy to break, didn't update, and we had to do everything manually." Ready for something new, the two decided on PlanetTogether because of past recommendations from Sage Software.

"We wanted to get off of the spreadsheet system and wanted something that would give us more automation and flexibility. One of our primary requirements was that the tool we pick should fit seamlessly with our accounting system, Sage MAS 500," notes Dana. "We had one consultant go down to San Diego to get an in-depth look and based on that look and his knowledge of our business, another recommendation was made for us to



CHALLENGE

Diedrich's production planners had to work with Excel spreadsheets as their scheduling system that took up a lot of time because everything had to be done manually. More time was focused on the mechanics and working on the spreadsheets than working on their business needs.

SOLUTION

PlanetTogether integrates seamlessly with their Sage MAS 500 system, and delivers business-optimized production schedules in a fraction of the time and effort of the manual spreadsheets.

RESULTS

Now, Diedrich has become more efficient in scheduling which provides greater visibility into the company's future. The time it took to schedule has been cut in half, enabling planners to work more proactively towards improving the business and responding to other business needs.

“They were there anytime I needed, from beginning to end... Never did we have an issue with implementation responsiveness with PlanetTogether.”

About PlanetTogether

PlanetTogether Inc. is the leading provider of Microsoft .NET based Advanced Planning and Scheduling (APS) software for midmarket manufacturing companies. The result of 15 years of applied experience in production scheduling,

PlanetTogether is an easy-to-use tool that handles complex finite scheduling taking equipment, labor, and material constraints into account. It provides accurate scheduled ship dates, what-if analysis, and increased capacity visibility and utilization.

Using the latest Microsoft .NET framework, PlanetTogether can be easily integrated into existing business processes. Prebuilt integrations are available to the following ERP systems:

- Sage MAS 500/200/90 & O2
- Microsoft Dynamics NAV, GP, AX
- SAP Business One
- Oracle JD Edwards



acquire PlanetTogether software. ”

Dana and Joyce looked at other scheduling softwares, but their functionalities were nowhere close to PlanetTogether in comparison. “With PlanetTogether, you can go in and type in what you need to look at it in detail and it will show up, rather than toggling back and forth with the spreadsheet for each individual item. You can do almost anything with PlanetTogether! ”

Seamless Integration and Continuous Support

Diedrich Coffee is known to have numerous coffee brands from around the world. Since Sage MAS 500 goes seamlessly with the PlanetTogether software, the support team even helped set up the various product categories. The MRP was thus configured to help Joyce see the differences, and the shift to PlanetTogether went smoothly.

“We found PlanetTogether Inc.’s support to be extremely responsive. Via phone or e-mail, they put in after-hours time when needed, worked really well with Joyce and the IT department to help get things set up.” As Joyce remembers, “They were there anytime I needed, from beginning to end.”

Even to this day, Joyce and Dana know that their relationship with PlanetTogether Inc. will continue for the long-term. “Even now, even well past the implementation, when we have questions or problems, they are always immediately responsive. Never did we have an issue with implementation responsiveness with PlanetTogether Inc. ”

Freeing Up Time for Other Business Ventures

Time was the major improvement for the company. Joyce and Dana were unsatisfied with the fact that most of the time

was spent more on the mechanics and trying to figure out the Excel spreadsheet, than on the business itself.

“Having PlanetTogether is saving Joyce time, allowing her to focus more time on the business and less on the mechanics. It gives her more time on scheduling, certainly gives the company greater visibility to scheduling which all contribute to running more efficiently, and certainly going to run more money on the bottom line.” Dana notes, “From an executive point of view, that makes me very happy.”

The new scheduling system allowed them to be able to see everything that was going on at one time, and gave them more flexibility. According to Joyce, “A great thing that I can see about PlanetTogether is when I do my batch ticket scheduling. It gives me an actual and accurate account down to the pound of what I need versus our Excel spreadsheet that only gave you the numeric quantity.”

What used to take them 8-10 hours, now takes half the time providing the additional hours to focus on growing their coffee business.

Definite YES to PlanetTogether

Happy with the shift to PlanetTogether, the two are ready to reach out and spread the word of the software.

“I would certainly recommend PlanetTogether. For someone who was using Sage MAS 500, or looking for a tool that goes seamlessly with Sage MAS 500, I think PlanetTogether would be a great fit. PlanetTogether Inc. is working on additional improvements and integrations with Sage MAS 500 that I think would only continue to help benefit the product. And as Joyce adds, “If anyone is stuck with the spreadsheet like I was, I would definitely recommend it.”

