SOFTENGINE SAP BUSINESS ONE CUSTOMER SUCCESS STORY

Swabplus

SAP Business One and Softengine team up to deliver a winning formula

COMPANY PROFILE

Name: Swabplus, Inc.

Location: Rancho Cucamonga, CA

Industry: Manufacturing/Medical & Personal Care Supplies

Products: Liquid-filled Swab Applicators

ERP: SAP Business One

SAP Industry Extension Solutions: Softengine WMS, Boyum Usability

Established in 1998, Swabplus, Inc. is a Current Good Manufacturing Practice (cGMP)-compliant, FDA-registered, ISO 9001-certified manufacturer of liquid-filled swab applicators that contain formulas designed for medical, personal care, OTC, health care, fragrance and beauty aid uses.

The company serves as a contracted OEM manufacturer for several world-class cosmetic companies and Fortune 500 medical companies. Swabplus operates out of a state-of-the-art 60,000 sq. ft. facility, which includes a laboratory where comprehensive testing is conducted in support of its rigorous Quality Assurance Program (QAP).

Swabplus is nearing release of the third generation of its delivery system, pending patent approval. The company is also evaluating potential expansion into other product lines, including sprays and wipes. In order to accommodate this proposed expansion, a state-of-the-art clean-room facility would be added to their existing plant.

"FDA regulatory standards require traceability, which includes not only the components and finished goods, but the ability to audit the entire process from cradle to grave,"

Justin Ku, Administration & Operations Coordinator

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Challenge

Lofty quality assurance goals challenged by inefficient, manual processes

Swabplus leaves no stone unturned in its quest to deliver products that are unparalleled in quality and safety. Every raw material and component integrated into its liquid-filled swab applicators is monitored and tested to the most stringent standards, ensuring that its finished products meet or exceed all applicable FDA requirements.

According to Justin Ku, Administration & Operations Coordinator for Swabplus, "80% of our focus is on QA. We check our production processes every hour to ensure the highest quality and to uncover any issues that may arise. Manufacturers who perform inspections just once each day risk seeing their entire production wiped out because of an issue that wasn't caught sooner."

Solution

Softengine implements SAP Business One, enabling Swabplus to achieve its QA goals

"From the outset, the most compelling attraction to SAP Business One was its utilization of cloud-based technology, "said Justin Ku. "Another virtue was the program's flexibility and modularity. The SAP Business One core system can expand and grow with us for the long term — we can add modules and third-party extensions that are a good fit for a manufacturing business like ours."

SAP recommended Softengine, an SAP Gold Partner with a longstanding track record of excellence. It also helped that Softengine had developed its own line of SAP Business One "extensions" that were specially designed to augment the core system and adapt to the needs of businesses in an array of industries, including manufacturing.

SAP Business One + Softengine WMS deliver complete traceability for FDA compliance

The Softengine team was able to tailor SAP Business One to deliver all the traceability Swabplus needed, including all the applicable reports. Softengine enhanced the core system to enable creation of new batch numbers if components don't already have them and the option of batch-costing. Softengine also added fields for escalation dates, expiration dates and additional inspection data (e.g., who inspected and when), which could be incorporated into each Certificate of Analysis.

Softengine's Warehouse Management System (WMS) extension works in concert with SAP Business One to deliver mobile scanning capabilities that streamline the receipt of goods and the movement of items between warehouses. Any time materials arrive in the warehouse, Swabplus QA staff utilizes the WMS scan gun to receive the material and automatically generate a goods receipt.

Batch Number Transaction Report
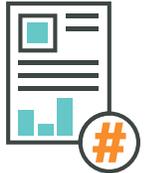
It's very important that every item is assigned a batch number. With SAP Business One, checking previous batches and how they moved between warehouses is a breeze. Swabplus QA staff is able to view movement in a single report. Everything in the warehouse is now batch-traced, meaning that Swabplus can run reports on what gets issued and received.

Multi-layered BOMs for real-time updates

Bills of materials (BOMs) are a critical part of the production process. Prior to the implementation of SAP Business One, Swabplus had relied on a single-level BOM, which compromised its ability to trace all their materials. While a single-level BOM lists all the components that go into the "parent" item, this approach is limited in that it makes no distinction for subassemblies, thus making it challenging to find components that may be floating around different locations during production.

Results

SAP Business One has transformed the way Swabplus conducts its business — from production to inventory management to inter-departmental communications and more.

Swabplus management and staff are bullish about the value Softengine has brought to the partnership from day one. "Softengine employed a decidedly different approach than the previous SAP reseller," said Justin Ku. "The entire Softengine team worked closely with our COO to make sure that both parties were on the same page in terms of designing a system to fulfill our objectives and supporting us in every way possible to achieve that outcome. From that foundation, they have earned our trust and confidence, which has grown and blossomed along the way."

"Softengine is continually seeking ways to improve our system and, to be honest, that is hard to come by nowadays," continued Justin Ku. "On a personal note, I came into this project after it was already underway and, from the beginning, Softengine's project manager took me under his wing and taught me not only how SAP works, but also how I could tweak the system to make it work the way we do business and not vice versa. We view our relationship with Softengine as a long-term partnership, and we believe that it will continue to be mutually beneficial."