

CUSTOMER NAME:
Riverside Natural Foods

INDUSTRY:
Food and Beverage

DESCRIPTION:
At Riverside Natural Foods we research, create, manufacture, market and sell industry leading and innovative products that offer healthier alternatives to all consumers. We strive to be the hub for continuous innovation and creativity in healthy snacking.

THE CHALLENGE
As the company continued to grow the need for an ERP system became more apparent.

THE SOLUTION
Riverside chose CONTAX to implement SAP S/4HANA and Arcus EDI Managed Service Solution

THE RESULTS
With all of the business process areas fully integrated, Riverside can focus on streamlining their processes and growing their business.



RIVERSIDE NATURAL FOODS SAP S/4HANA AND ARCUS EDI MANAGED SERVICE IMPLEMENTATION

Riverside Natural Foods, a family business started 6 years ago by 3 siblings in the basement of their parent's house has grown to having 450 team members, over 500 products, and several brands such as Made Good, Good to Go and Pet Pal. It all started with a desire to help families faced with the challenge of finding healthy, allergen free snacks for their kids. What has come since is much more than that.

Keeping their core values true to heart, Salma Fotovat, Supply Chain Director and one of the founders explains how it is one of the keys to their success "We made a commitment that the core values will not just be writings on the wall, we vowed to live them, hire by them and make decisions by them. Teamwork, humility, ownership, adaptability, fun, passion and respect."

Riverside stands out with their commitment to sustainability and their triple bottom line. Explains Fotovat, "We are a zero waste company, B-corp certified and continuing to find ways to minimize our impact on the environment. We want to make a difference in our communities near and far."

"Not only were we spending time entering data but we were susceptible to a lot of error because it's all human data entry"

Knowing since the beginning that this day would eventually come, Fotovat said "Every year we would check in and see if it was the right year for an ERP or if we were ok. It didn't catch us off guard. It was very calculated and thought out." As the company continued to grow, the need for an ERP became more apparent. "Not only were we spending time entering data but we were susceptible to a lot of error because it's all human data entry whether accounting, CS or warehouse.

“We needed people we knew we could work with long term, we knew it was going to be a long term partnership”

- Salma Fotovat, Supply Chain Director and co-Founder of Riverside Natural Foods

There was always a chance we would make mistakes.” There were also the added food safety concerns. Explains Fotovat “We had audits on traceability, it took us 4 hours, we needed to trim that down to 2 hours or less. With food safety audits becoming more challenging and more aggressive we knew we needed something faster. “

The Solution

Riverside chose CONTAX as their VAR and implementation partner for both SAP and EDI. The project really started 2 years before that with the planning phase. Riverside used consultants from Negenit to help guide them through the selection process. “We brought them in because we lacked our own internal IT structure. We learned from our own failed IT projects in the past how quickly they can go off the rails if you don’t do proper PM and change management. ” Robbie Bossin, Director of Finance explains, “Negenit did an assessment of our business, our routings and plant, met with all key users, to map all that out.”

From there, Riverside chose to implement SAP S/4 HANA utilizing Arcus for EDI with CONTAX as their implementation partner. “The biggest thing for us was seeing a fit with our values. We also needed a team that was large enough that we could feel we were supported,” Fotovat remembered. “We needed people we knew we could work with long term, we knew it was going to be a long term partnership.”

Like any ERP implementation, this one had its challenges. Explains Fotovat “We knew what obstacles we were going to face and had systems in place to try to mitigate them. So we were ready, but you are never fully ready for what you don't know.” CONTAX worked hand in hand with Riverside throughout the whole project and go-live. “Go live week was hard, but the team was here with us, one thing that helped to calm our nerves was that CONTAX was with us, literally side by side. If it was 8 o'clock at night, on the floor, they didn't go home until we felt we were good for the day,” she said.

We've been able to see value in the processes put in place allowing us to really focus on other aspects of the business

- Simon Sima, Warehouse Manager at Riverside Natural Foods

Now that the project is over, and Riverside is live with SAP and Arcus, the benefits are clear. For example, Simon Sima, Warehouse Manager at Riverside shared that "Before SAP, when the buyers would order something they'd ask the guys what we have on the floor and based on that, they'd order." With SAP, Riverside is able to make use of the tight integration between the warehouse, production purchasing and sales to order what they need just before they need it.

"Where we used to rely on tribal knowledge, where the warehouse team just used to know where things were," recalls Sima, "we've been able to see value in the processes put in place allowing us to really focus on other aspects of the business."

Inside Sales Manager Stephanie Simac knows the pain of manual order entry, which Riverside used for years. Even though Riverside were live with their customers on EDI, the entry of the orders into the system or spreadsheets, as well as invoices and ASN's was entirely manual. With Arcus and SAP "A lot of the processes are now automated. EDI goes straight to SAP" she states, "The communication between us and our outside warehouses is automated as well." All of this automation as well as the fact that their EDI solution is a full end to end managed service has freed up her team's time to focus on other things "We have more time to do follow ups with our customers, and communicate better to our customers," she says.

What's next?

From here, Riverside has big plans. "Our mission is to grow and see how far we can take the brands. The aggressive goal for Made Good is to double year over year," says Fotovat. With SAP and Arcus powering their business, the team at Riverside are now confident that they will never outgrow their ERP, as it will continue to keep up with their current needs and provide the potential to satisfy the ever-evolving requirements of a complicated food and beverage industry.