



FLAVORS & FRAGRANCES

SOLVED?

 **processWare**

processware.com

processWare™ is the #1 software solution designed exclusively for the Flavors & Fragrance, Aroma Chemicals, Essential Oils, and allied Process industries.



Combining intrinsic features of ERP (enterprise resource planning) and CRM (customer relationship management) solutions, **processWare** provides a “holistic” approach to formulation, production and related planning, quality assurance, supply-chain, sales-cycle management, and critical regulatory compliance for these “essential” businesses.

TRUSTED ACROSS THE GLOBE SINCE 1999



"In the past three years alone, we have **more than doubled our business revenue** and the number of customers we serve. **processWare™** has helped us grow significantly and remain competitive in the market. By managing our operations through a single system, we are **achieving a 99%+ accuracy rate** within our production process, which helps us reduce costs, improve productivity, and ensure **our customers are happy.**"

— Tom Buco
President,
Excellentia International
USA

"When we entered into our business relationship with Hans and the team at **processWare** in 2014, we knew that we were in good hands based on their transparent communication and **vast knowledge of our industry**. Fast forward six and a half years, and our distribution business has grown and required us to add various customized portions to our **processWare** ERP. The **highly responsive and solutions-based team** doesn't blink an eye at some of our most daunting requests. In fact, some requests that we thought might not be possible have been accomplished seamlessly, with no downtime required!"

— Tara Lermond Melchionne
President,
The Lermond Company
USA

"**processWare** greatly reduces our business risk. Today our accuracy rate is at 99.99 percent. Believe me; one mistake can ruin you with a customer. You ship or mislabel one product to one flavor or fragrance house; you can have product liability that's tremendous; never mind the fact that you'd lose the customer. **Having the ability to reduce that liability is priceless.**"

— Radu Costin
CEO,
Chemlumina
USA



Production: What-If Analysis **SOLVED.**

One consistent "pain-point" that we have heard from management at F&F companies is that of raw material shortages during a production run. Not so with **processWare™** implemented at your business! We allow you to "pre-plan" your multiple production processes to "forecast" possible raw material "shortage" without creating actual production orders or batches. This leads to minimal downtime with effective JIT inventory planning! In addition to the pre-planning, we provide real-time options to assign "priorities" to existing production batches to further "plan" for any possible raw material shortages or substitutions. **processWare** "solves" these quick production tweaks as well as detailed scenarios with comprehensive tools throughout the blending or manufacturing processes.

Lot Control: Cradle to Grave **SOLVED.**

Lot tagging is quite common in most sophisticated ERP systems. However, taking it to the next level involves complete actual costing, vendor Lot coordination, quality control & regulatory analysis, location tracking, and component and consumption usage at the Lot level. With one click, a **processWare** Recall Report can analyze and track the entire history of a Lot from the time the ingredient entered your warehouse "cradle" to when it shipped out "grave," giving you 100% traceability, "solved."

Remote Implementation & Training **SOLVED.**

With customers across the world, one of the core items we have perfected is to "securely" implementing **processWare** from "initial install" to "go-live" remotely! Most recently we worked with a USD 30-40MM F&F and Essential Oil manufacturer and distiller on the US west coast. The entire implementation was done remotely by our teams in the US and India. The key is to designate one person at our customer as the main point-of-contact. This contact may or may not have any IT experience at all (a big plus for SMB companies). Installation, configuration, data transfer, customization, system fine-tuning, and upgrades: everything is handled remotely. Using technology similar to online schooling, with customers across the world, another one of our core competencies is to provide **processWare** "training" remotely! These training sessions are "tailored" to the exact requirements of our customer. Through interactive and real-time GoTo Meeting sessions for just one person or a group/department, our teams provide remote instruction seamlessly.



Cost Flow Through **SOLVED.**

Cost analysis and tracking doesn't need to be a hair-pulling experience! We took a "holistic" approach to tracking "costs" in **processWare**. The cost of each ingredient or material "flows" throughout the process, from the initial purchase and receipt, the detailed calculations during formulation and production, to when the finished flavor or fragrance ships to the customer. The actual "lot" cost, including the "landed" costs, or even the cost at the "serial drum" level can be used, thus "solving" every inventory and accounting requirement related to it!

Purchasing Quality Control: Pre-Approval Sample **SOLVED.**

Have you ever received a shipment from your vendor and on quality testing realized that the material is not up to requirements? It's happened to almost everyone in the F&F industry, even when you have an "approved" vendor who has been supplying ingredients for several years! Well, at **processWare** we help mitigate and "solve" such scenarios by allowing you to specify on the Purchase Order that the vendor needs to send across a "pre-approval sample." This powerful tool prevents the P.O. from being issued for material receipt unless the pre-shipment samples are received and subsequently pass specified quality control testing. Furthermore, when the raw materials or ingredients are received, the quality control tests on samples from those lots are then compared to the pre-approval samples. Any discrepancies are grounds for rejection and reported on the "non-conformance report" which can be emailed to the vendor.

Shipping: SDS & Regulatory Documents **SOLVED.**

Regulations! SDS! These are a necessity in the F&F industry. Anything that gets "shipped" or "inventoried" needs the required regulatory information with it at all times. No one likes it, and for most it's resource consuming. **processWare** "solves" this by generating "SDS" & "regulatory" documents and labels directly from the system without any additional work, saving both valuable time and resources! Plus, all the documents are in PDF format and can be emailed directly from the system! As an added bonus, SDS can also be "dynamically" generated based on formula ingredients, providing much needed flexibility in your production and shipping processes.

"**processWare** is our organization-wide software to integrate the processes from Sales to Q/C under a common information technology platform. Selection process is a first step for an ERP which will fit best to the needs of an organization. Decision to select the best system is not a simple task and incurs substantial costs. Focusing on Flavor & Fragrance industry is one of the major strengths of **processWare**. With **processWare** team's **honest and hardworking approach**, we managed our implementation without any problem or inconvenience. I would highly recommend it to anyone in the F&F industry!"

— Mustafa Kemal Altinel
Business Development Manager,
eps fragrances – Erdogmus Parfum Sanayi
Turkey

"When we decided to evaluate possible applications, we first looked at the big names in the market and then understood the implications on the costs and time involved. We liked what we saw in **processWare** – the **ability to get it implemented in less than three months**, handle our entire processes, and **all this within our budget**. It has the features of any big-name application but priced much less than them!"

— Dharmil Bodani
Managing Director,
Oriental Aromatics Limited
India

"Some of the biggest challenges in a F&F business is to manage thousands of raw materials, finished products and tons of formulations. Coupled with regulatory challenges and production, the tasks are never ending. However, the **processWare** solution is **designed to fit the way our business works** while offering extensive personalization without the need for custom development. With **processWare** taking care of all our backend complications, we have more time to **focus on the creative side** of our business."

— Vaibhav Agrawal
Managing Director,
Norex Flavours
India



processWare™ and **Creative Control Panel™** are the only software solutions designed “ground-up” exclusively for the Flavors & Fragrance, Aroma Chemicals, Essential Oils, and allied Process industries.

Since 1999, executives in these industries have trusted **processWare** to increase their productivity and profits through our unique combination of software and services. With over 75 combined years of industry experience, our management leads a global team that provides a full range of installation, implementation, training and consulting services to customers across the globe.

Currently, **processWare** and **Creative Control Panel** customers are successfully running operations in USA, India, UK, EU, Turkey, Malaysia, Indonesia, Sri Lanka, and Thailand.

Our customers use **processWare** for managing focused business processes such as Flavors & Fragrance formulation and production, essential oil distillation, product profitability tracking, streamlined purchasing, quality assurance, schedule optimization, and sales cycle management. Results include quality improvement, production efficiencies, lower costs and increased revenues!

Being industry insiders, we know that Flavor & Fragrance regulatory compliance is complex and time-consuming. Ingredients and raw materials may have different handling standards and regulatory requirements based on their usage and application, from country to country. With integrated quality control and regulatory handling from pre-purchasing, to production, sales and finally shipping, **processWare** automatically manages documents such as COA, Specification Sheet, SDS, GHS, Ingredient Declaration, IFRA Dosage, Flavor Natural/Identical, Kosher, Halal, DOT, IATA, IMDG and Allergen Statements.

Creative Control Panel is specifically designed for the R&D and Project Management needs of the Flavors & Fragrance industry. The entire product life cycle is covered from creation and development of fragrances or flavors, formulation, evaluation, detailed customer project tracking, to submission and sampling.

We work with leading industry organizations, such as FCA, WFFC, and NAFFS in the USA, FAFAI in India, and IFRA and IFEAT globally, to keep up with the latest business trends and regulatory issues. With extensive knowledge, background, and expertise in these industries, our mission and goal are to provide the #1 software solutions at the lowest total cost of ownership for your business.

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