

## SAP Customer Success Story

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Grant Webb, Financial Vice President,  
Prym Dritz Corporation



### AT A GLANCE

#### Company Name

Prym Dritz Corporation  
United States  
www.dritz.com

#### Industry

Retail distribution

#### Key Challenges

- Lack of inventory visibility
- Non-integrated batch systems for warehouse management and financial accounting

#### Implementation Partner

Osprey (the SAP division of NIIT Technologies)

#### Solution and Services

mySAP™ ERP

#### Existing Environment

Unisys Applications

#### Implementation Highlight

Includes wireless radio frequency (RF) access to critical business data in real time

#### Key Benefits

- Faster, more accurate inventory picking
- Faster monthly financial closings

#### Hardware

Unisys ES7000

#### Operating System

Microsoft product suite including Advanced Server, SQL, and Biztalk

## PRYM DRITZ CORPORATION

### mySAP™ ERP HELPS PRYM DRITZ CORPORATION OPTIMIZE HIGH-VOLUME DISTRIBUTION PROCESS

When you are the country's leading distributor of sewing and quilting notions and related craft accessories, and you count among your customers some of the world's largest fabric and retail chains, you would think that maintaining business success would be easy.

It's not. For Prym Dritz Corporation, the South Carolina-based subsidiary of Germany-based world-leader William Prym GmbH & Co. KG, the main challenge is to fill about 7,000 orders a week, each with an average of about 100 inventory picks. Also, even though Prym Dritz is typically expected to give its customers fast, two-day turnaround on some orders, the company's own order cycles with its Asian manufacturers take an average of 13 weeks.

“You do the math,” says Grant Webb, Prym Dritz's financial vice president. “We're picking about 700,000 items a week, and we are having to keep at least 13 weeks' worth of inventory in our warehouse at all times,” he says.

## CHASING INVENTORY

For more than 10 years, Prym Dritz Corporation's IT group had used a batch-processing manufacturing system for its ERP processes. Then, in 1997, Prym Dritz decided to outsource its manufacturing to Asia and to focus on sales and distribution. As sales grew, the batch system was increasingly overwhelmed.

According to Webb, this was showing up in inventory-picking efficiency. "More and more, our pickers would go chasing inventory that wasn't there," he says. "It had already been shipped, but the financial and inventory systems hadn't been updated."

The lack of integration was also showing up in the monthly financial closings. "It would usually take us a full day to do a closing," says Webb. "So each month we tried to schedule the closing for a weekend. If we had to do it during the week, then we'd literally have to close down for that day."

## UPGRADING TO REAL TIME

In 2002, Prym Dritz decided to upgrade its ERP system. It went with mySAP™ ERP partly because its parent company uses it, and partly because of the complete integration offered by mySAP ERP. Prym Dritz took the opportunity to ask its system integrator, Osprey (the SAP division of NIIT Technologies), to build an integrated warehouse management system that replaces bar coding with radio frequency technology for tracking inventory.

Osprey built an integrated, real-time system that takes in customer orders via Electronic Data Interchange (EDI), and then passes the information through a middleware layer and into mySAP ERP. mySAP ERP then performs material requirements planning (MRP) and sends relevant information to the inventory-picking system, as well as to the purchasing and financial systems.

"Now, the picking system tells our pickers exactly where to go and what to get," says Webb. "So we're moving inventory much faster than before. In fact, we need just 60 pickers to cover our entire 200,000 square-foot warehouse. And while our average weekly order rate has grown from 4,000 to 7,000 in the last year, we haven't had to increase the number of pickers in the warehouse."

Monthly closings are also going faster, thanks to the real-time integration of the mySAP ERP solution. "We just did our year-end closing," says Webb. "Rather than a full day, it took just 15 minutes."

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Grant Webb, Financial Vice President,  
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## NEXT: INTEGRATING THE SUPPLY CHAIN

Now that the Prym Dritz core operations are integrated, the company can move toward its next goal – integrating ERP functions with suppliers and customers.

"In some cases, we buy products from our sister companies," says Webb. "What we're working on now is to integrate our ERP systems so we don't have to cut POs – the orders will automatically update suppliers' IT systems."

"Also, we'll be moving toward getting closer to some of our larger customers, to the point where we can actually forecast their inventory needs and automatically replenish their supplies," he says. Ultimately, mySAP ERP serves as a core solution in helping Prym Dritz to be a one-stop shop for its customers. "When we're in such a high-volume business," says Webb, "it can be difficult to differentiate ourselves through products alone. So it's important that we do it through service."

"And the extra benefit of mySAP ERP, in addition to helping us streamline our own operations, will be just that. It will help us add value in a number of areas – from tracking product demand to making product mix recommendations – that will help our customers do their jobs better."