



Imperial Sugar

Imperial Sugar Company Achieves Sweet Success With HighJump Data Collection Advantage

Quick Facts: Imperial Sugar
Key Solution: HighJump Data Collection Advantage
ERP: PeopleSoft
SKUs: 750

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—George Muller,
CIO

Company Overview

Imperial Sugar® Company is the producer of products under the labels of Imperial Pure Cane Sugar®, Dixie Crystals® and Holly®. Imperial Sugar products are sold in most grocery/retail stores and to industrial and foodservice customers.

Challenge

After an acquisition in 1997 made it the largest processor and refiner of sugar in the United States, Imperial Sugar implemented the PeopleSoft® ERP system to manage its financial, human resource, payroll and supply chain functions. It quickly became evident, however, that Imperial Sugar needed a more robust automated data collection (ADC) system to track its inventory.

The company was coping with insufficient and inaccurate inventory control from production through shipping. Physical inventories were being performed manually and were cumbersome and time-consuming. In addition, the company’s container loading and shipping cycle was taking too long for peak business periods. Inaccurate inventory caused incomplete shipments and error-ridden data on shipped lots. “Ultimately, our inaccurate inventory was leading to our inability to meet customer demands,” said George Muller, CIO, Imperial Sugar.

Imperial Sugar began looking for a software solution to help get their accuracy issues under control. The company had a clear objective: more accurate inventories. It wanted a data collection solution with a proven integration to PeopleSoft, where inventory information would be stored.



Solution

Imperial Sugar implemented HighJump™ Data Collection Advantage in its Gramercy, La., and Savannah, Ga., facilities. The HighJump solution tracks inventory of 750 SKUs spanning both branded and private-label products from production to shipping. The system records each product's lot ID, production ID, SKU, and quantity, and directs picking and cycle counting activities.

The HighJump system tracks the sugar by pallet or partial pallet as it is moved from production to inventory. The solution integrates with Imperial Sugar's production completion transaction to capture production ID, lot ID, and quantity data before the finished goods are put away into inventory. When the sugar is required to fill an order, the HighJump system directs picking activities and captures all critical shipping details. Imperial Sugar also added controls for a truck inspection process that ensures the cleanliness of the trucks onto which its products are loaded.

The HighJump system allows Imperial Sugar to create customized, real-time reports to provide visibility to important transactions and metrics, like picking and loading progress. Managers also use the system to monitor resources by tracking employee performance, wrapping equipment, and scanners.

Results

After implementing the HighJump system, Imperial Sugar increased inventory accuracy by 15 percent, decreased incomplete orders by 35 percent, decreased order fulfillment cycle time by 25 percent, and improved on-time delivery by 10 percent. "Overall, the system has allowed us to significantly improve our customer service," said Muller.

"The HighJump system put Imperial Sugar Company into the 21st century," said Muller. "We've increased efficiencies and improved our ability to service customers dramatically. The project was completed on time and under budget."

- **Increased inventory accuracy 15%**
- **Reduced incomplete customer orders 35%**
- **Cut order fulfillment cycle time by 25%**
- **Improved on-time delivery by 10%**

