

CUSTOMER INNOVATION STUDY

J.R. Watkins

saves over half a million dollars by choosing
Infor CloudSuite Food & Beverage

“ The total cost of ownership (TCO) study we did with Infor’s Value Engineering team allowed us to create a very convincing business case that demonstrated how going to the cloud would save us a lot of capital cash and a lot on the expense side as well. We saved about a half million dollars by choosing Infor CloudSuite Food & Beverage. **Without our engagement with Infor’s Value Engineering, we would have likely never moved to the cloud.**”

Scott Iverson
IT Director, J.R. Watkins



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[infor.com/customers](https://www.infor.com/customers)

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apothecary manufacturer

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Facts at a glance



HEADQUARTERS

Winona, Minnesota



INDUSTRY

Consumer Packaged Goods



YEARS IN BUSINESS

147



IMPLEMENTATION PARTNERS

Avaap Inc.
Infor Consulting Services (ICS)



WEB SITE

jrwatkins.com



INFOR PRODUCTS AND MODULES

Infor CloudSuite™ Food & Beverage

Executive overview

Situation analysis

- Continue to move its business from a direct marketing and direct to consumer model to a model that focuses on large retail and wholesale customers.
- Manage procurement, manufacturing, and distribution with one system that can also help the business meet the strict delivery dates of its retail and wholesale customers.
- Transition the IT group to the role of a solution provider, increase margins, and help employees do their jobs faster and more efficiently with better tools.

Innovation strategy

- Leverage Infor Value Engineering's TCO analysis to gain a comprehensive view of the cost differences between Infor CloudSuite Food & Beverage and an on-premise deployment.
- Take advantage of the additional functionality that Infor CloudSuite Food & Beverage has over and above the core Infor M3 solution, which includes Infor ION®, Infor Ming.le™, Infor BI, Infor M3 Graphical Lot Tracker, and Infor Supply Chain Management Suite.
- Partner with Infor Consulting Services and Avaap to rapidly implement Infor CloudSuite Food & Beverage using Implementation Accelerators and leveraging the Infor Consulting Services Center of Excellence (ICS CoE).

Results

- Successfully migrated to Infor Cloudsuite Food & Beverage from Infor M3; took advantage of the suite of products and services Infor provides; and benefited from having Amazon® Web Services as a hosting provider.
- Achieved rapid go live and quick user adoption; trained the IT team in two weeks on Infor CloudSuite Food & Beverage; and reduced the number of modifications from 20 to 0.
- Increased security of company data, while gaining a system configured to easily handle system validation requests from FDA auditors.

High level impact

3

months to implement Infor CloudSuite Food & Beverage

0

customizations in the vanilla install of Infor CloudSuite Food & Beverage that replaced an outdated and heavily customized Infor M3 environment

\$538,183

cash expenditure saved over a 5 year period as a result of choosing Infor Cloudsuite Food & Beverage over an on-premise deployment

SITUATION ANALYSIS

America's original natural apothecary manufacturer



Facing an upgrade decision

J.R. Watkins is America's original natural apothecary manufacturer. Nestled in the Mississippi River bluff town of Winona, Minn., J.R. Watkins has been a pioneer in natural living since 1868. J.R. Watkins uses only the finest natural ingredients in its diverse lines of personal care, home care, remedies, and gourmet extracts and spices. About 10 years ago the company began to move the business from a direct marketing and direct to consumer model to a model that focuses on large retail and wholesale customers.

J.R. Watkins products are available at a wide range of retailers across the US and Canada, including specialty retailers, pharmacies, grocery stores, health food stores, drug stores, and gift shops. With the strict delivery dates required by industry-leading customers like Walmart®, CVS Health, Rite Aid®, Costco®, Safeway™, Target™, Whole Foods Market®, and Loblaws®, J.R. Watkins needed to manage everything from procurement to manufacturing to distribution.

Infor M3 successfully supported J.R. Watkins' business throughout the years. When it came time to upgrade, the company decided to continue with Infor M3 as the ERP backbone of its operations, while its next decision was whether to upgrade on-premise or move to Infor CloudSuite Food & Beverage.

Gaining more functionality and reducing IT costs



As a first step in its decision-making process, J.R. Watkins worked with Infor's Value Engineering team to complete a TCO analysis. The TCO analysis helped J.R. Watkins gain a comprehensive view of the cost differences between Infor CloudSuite Food & Beverage and an on-premise deployment. The analysis made it clear that J.R. Watkins would save about \$538,183 over a five-year period as a result of choosing Infor CloudSuite Food & Beverage over an on-premise deployment.

In addition J.R. Watkins learned that Infor CloudSuite Food & Beverage is a suite of solutions that offers more functionality and benefits to the business than the stand-alone Infor M3 solution. As a result of the analysis and the superior level of functionality the industry suite offers, J.R. Watkins chose to move to Infor CloudSuite Food & Beverage.

“ There’s absolutely no way that we could have gotten our implementation done for the price we did without Infor Consulting Services Center of Excellence. We were way under-budget. It wasn’t even close to what we estimated. I think a lot of that is due to the reduced cost of using overseas talent, and they are talented. They know what they’re doing. It’s one thing to have reduced consulting fees, but actually having them doing a great job. It was everything we had hoped for.”

Scott Iverson
IT Director, JR Watkins



Rapid implementation

J.R. Watkins partnered with Infor Consulting Services and Avaap, an Infor partner, to rapidly implement Infor CloudSuite Food & Beverage. J.R. Watkins also took advantage of Infor's Implementation Accelerators and leveraged the Infor Consulting Services Center of Excellence (ICS CoE) for its cloud migration. By leveraging the ICS CoE, J.R. Watkins' IT was hands-off with the data migration process.

Its only role was to test the system to make sure the processes were working. With this approach, J.R. Watkins completed the implementation of Infor CloudSuite Food & Beverage 25% faster than anticipated with costs significantly under budget.

RESULTS

Lowering costs by moving to the cloud

Value realized

The cost structure of a cloud solution like Infor CloudSuite Food & Beverage is different from the cost structure of an on-premise deployment of the same solution. By moving to the cloud, J.R. Watkins eliminates the need to buy hardware like servers and racks and then manage them in virtual environments. Because J.R. Watkins doesn't need to own its hardware, it can redeploy or eliminate the costs that go toward database administration and technical IT resources related to the Infor applications. Infor CloudSuite Food & Beverage will also help J.R. Watkins get access to the latest version of Infor CloudSuite Food & Beverage faster and avoid the massive efforts associated with on-premise upgrades.

Benefiting from Amazon Web Services

Hardware refreshes are a recurring cost typically done every three to five years and need to be scaled up as a company grows. If the company grows quickly, Infor's partner Amazon Web Services, the largest cloud computing provider, has the capacity and scale to provide increasingly competitive pricing. Customers pay as they go, pay for what they use, pay less as they use more and grow bigger, and pay even less when they reserve capacity—all with no long-term contracts. J.R. Watkins now enjoys high availability, without worrying about the unlikely but real risk of disaster recovery.

Detailed impact

\$212,529

hardware refresh costs including servers, virtual environments, and racks eliminated

\$61,342

in database administration costs eliminated

\$318,548

saved in technical IT resources that support the Infor applications, including database administrators and system/OS/server admins

\$208,428

dollars saved since with Infor CloudSuites, no more upgrades are required

LOOKING AHEAD

Getting value from additional functionality

With Infor CloudSuite Food & Beverage, J.R. Watkins can take advantage of functionality that goes beyond Infor M3 and includes Infor ION and Infor Ming.le. To get the most out of its new solution, J.R. Watkins has enlisted Infor to train its users on these additional solutions so it can use them to their full potential.

J.R. Watkins is enthusiastic about the ability to replace workflows that use email exchange at the core with predefined workflows in Infor Ming.le. By moving to Infor Ming.le, J.R. Watkins has gained visibility into all of its processes without having to dig through old emails. Scott Iverson, IT Director, JR Watkins explains, “I can’t tell you how excited I am about having Infor ION and Infor Ming.le working together to tell us when exceptions in workflows happen. It sounds small, but it’s big to our business. The other piece is workflows. We have some processes that still deal a lot with email. Being able to move those into a workflow and actually knowing where you’re having the issues, where things are slowing down, where’s the bottleneck, and being able to improve those processes will go a long way in saving us time and energy.”

“Moving to the cloud was a big question mark in a lot of people’s minds, including executive leadership. I often heard: ‘is this really going to save us money? Is it the right move for us?’ By going through that study and looking at our total cost of ownership, I was able to present the benefits of the idea clearly to our CFO and say: ‘Go ahead and try to poke holes in this, but these are solid numbers, this is what it costs us to run this business. Tell me where I’m wrong.’ **We looked it over together and she agreed that it made all kinds of sense to move forward with the CloudSuite implementation versus an on-premise upgrade.**”

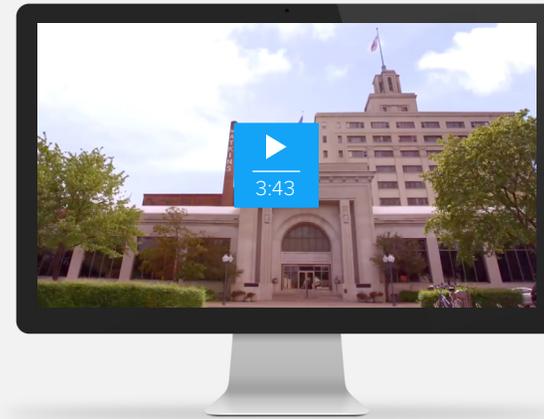
Scott Iverson
IT Director, J.R. Watkins

Learn more

About J.R. Watkins

Hear J.R. Watkins discuss why it chose Infor CloudSuite Food & Beverage. You'll learn how the company saved over half a million dollars and successfully implemented the cloud solution in three months, with the help of Infor Consulting Services and Avaap.

[J.R. Watkins video >](#)



The right ingredients for speed, agility, and growth

Infor CloudSuite Food & Beverage has all the right ingredients to manage your complex operations and compliance requirements. This complete, yet flexible solution offers deep, proven end-to-end capabilities for all your critical processes. With Infor CloudSuite Food & Beverage, industry-rich functionality is delivered in the cloud, which means you get greater business agility as you grow with hassle-free ownership and security that follows best practice protocols.

[Infor CloudSuite Food & Beverage >](#)

Infor Value Engineering: Take advantage of all that Infor has to offer

The first step in value engineering is in-depth discovery. In addition to analyzing executive strategies and uncovering the pains that constrain business processes, we benchmark current implementations versus best-in-class deployments.

[Infor Value Engineering >](#)

J.R. Watkins strengthens process optimization with Infor CloudSuite Food & Beverage

J.R. Watkins successfully implemented Infor CloudSuite Food & Beverage to improve its operations. As a natural product company that provides home care, personal care, and gourmet products, J.R. Watkins wanted to modernize its aging IT portfolio to optimize speed to delivery for its customers, while also maintaining heightened quality management. By selecting Infor CloudSuite Food & Beverage, powered by Infor M3, the company was able to achieve a noticeable improvement in functionality and performance value.

[J.R. Watkins >](#)



Infor builds beautiful business applications with last mile functionality and scientific insights for select industries delivered as a cloud service. With 15,000 employees and customers in more than 200 countries and territories, Infor automates critical processes for industries including healthcare, manufacturing, fashion, wholesale distribution, hospitality, retail, and public sector. Infor software helps eliminate the need for costly customization through embedded deep industry domain expertise. Headquartered in New York City, Infor is also home to one of the largest creative agencies in Manhattan, Hook & Loop, focused on delivering a user experience that is fun and engaging. Infor deploys its applications primarily on the Amazon Web Services cloud and open source platforms. To learn more about Infor, please visit www.infor.com.



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