

CASE STUDY

Crescent

Delivering a positive brand experience



EXECUTIVE SUMMARY:

Crescent standardized operations across its network, moving seven sites from manual processes to Nulogy's platform. This move reduced recall time from four hours to fifteen minutes and increased agility in responding to customer demands.

INTEGRATION:

The Nulogy platform is integrated with several Crescent customers' SAP installations.

Who is Crescent?

With a vision to be the premier service provider in the industry, Crescent provides high-performing, results-oriented services aligned with its customers' needs. Crescent focuses on quality management, continuous improvement, and compliance to regulatory and food safety standards.

The Challenge

Prior to Nulogy, Crescent relied on Excel spreadsheets and paperwork to manually maintain records during the production process. This approach had the potential to introduce legibility and transcription errors. As well, recalls were time-consuming and the organization needed a more agile customization solution to be able to quickly shift to different projects and different lines.



Nulogy plays a key role in helping us deliver on our high quality standards and to ultimately deliver a positive brand experience to the end consumer.

BRETT CLARK, CFO, CRESCENT



The Need

Crescent required a solution that would assure its customers that their brands are in safe hands and to safeguard its customers' brand image. To ensure Crescent protects its customers' brands, Crescent was looking for:

- Faster and more detailed product and material tracking and quarantine
- Reliably tracked inventory and real-time metrics
- Standardized operations across its network
- Increased process accuracy to reduce amount of re-work required and improve speed-to-market

The Results

Nulogy's platform helped Crescent better serve its customers by introducing real-time visibility into quality control, reducing re-work costs, and improving efficiencies and productivity, providing an overall improvement in customer service.



Nulogy helps us enable trust with our customers, and helps us report all the required data that is the foundation of a successful partnership. Reporting that data quickly and accurately – receiving, production, quality and shipping transactions – is fundamental to establishing trust with our customers.



JOHAN POT,
SVP OF SALES AND MARKETING,
CRESCENT



4h→15min

reduction in recall
process timing

99.71%

Process Accuracy –
resulted in less
re-work and faster
speed-to-market



All seven sites –
standardized
operations across
entire network

100%

of data now reliably
tracked through Nulogy

To receive a free consultation on how Nulogy's
Agile Customization Platform can work for you, contact us:

www.nulogy.com | info@nulogy.com | 1-888-685-6491