

# Intermex Foods

Food Wholesaler Reduces Processing Time and Sees 34% Immediate Savings by Moving to SAP Business One

“ SAP Business One is a tool for decision making. It is knowledge in one source and one database. It will be what sets us apart from our competition. ”

Rafael Benavides, Project Manager, Intermex Foods

## Company

**Name:**

Intermex Foods

**Industry:**

Wholesaler for pasta and cookie products

**ERP System:**

SAP Business One Cloud  
powered by Amazon Web Services

**Name:**

[www.pagasa.com.mx](http://www.pagasa.com.mx)



## Summary

- Insight into company costs with accurate, real-time reports
- Streamlined operations with automated workflows in a centralized location
- Improved work balance and office environment
- Sustainable growth with a scalable solution

## Customer Profile

Intermex Foods is a wholesaler in San Diego, California - a subsidiary of PAGASA, a leading provider of over 20 different pastas and 15 varieties of cookies in Mexicali, Baja California. PAGASA has been in business for over 50 years and their products can be found in Mexico, the United States, and Canada. For over 30 years, Intermex Foods has provided high-quality pasta and cookies at an affordable price to supermarkets in the United States. The company has grown by double digits over the last 6 years and is ready to take their business to the next level.

## Challenges

Intermex Foods prides itself on providing quality pasta and cookie products at a reasonable price for everyone. The company maintains a very tight profit margin because they believe good food should be attainable by all and they know their customer's expectations. In recent years, the cost of raw materials have made it more and more difficult to balance the value to customers and their own rising costs.

Using manual business management tools including a combination of Quickbooks, Excel spreadsheets and binders made it harder to manage data and stay on top of daily operations as orders increased. Lorenza Macilko, General Manager at Intermex Foods, says, "It got to the point where I was just accepting everything that came in. I spent so much time doing the day-to-day operational tasks that I did not have time to really dive into where we were losing money. "There was little to no communication between departments. The employees were so focused on the volume of orders they could processes that there was no time to evaluate company successes and failures.

As Intermex Foods continued to grow, tracking profitability became a bigger challenge. Without a system in place to track key performance indicators and customer buying patterns, the staff did not have access to the business intelligence needed to expand with confidence. It could take months to pull data for a report due to siloed department structures. Employees usually did not have the time to complete the reports because of how difficult it was to gather all the necessary company information. Even if they were able to complete the reports, the data would be historical by the time it was complete. It became abundantly clear that Intermex Foods had outgrown their systems.

## Solution

During their selection process, Intermex Foods defined a list of requirements for their ideal business management software. After doing an extensive gap analysis with some of the top reviewed business management solutions in the market, Intermex Foods decided on SAP Business One Cloud powered by Amazon Web Services. "SAP Business One was the only solution that covered all of our requirements," says Rafael Benavides, Project Manager at Intermex Foods.

After implementing a single, enterprise resource planning (ERP) cloud-based solution, Intermex Foods put away the binders and began to realize the value of having all their business information in one, centralized location. Reports that used to take them months to compile are now available to them in a matter of minutes with data they can trust.

*“ We have seen 34% in soft savings already. That is roughly a \$55,000 savings in the reduction of processing time alone. As far as I am concerned, SAP Business One Cloud has already paid for itself. ”*

*Rafael Benavides, Project Manager, Intermex Foods*

SAP Business One Cloud allows Intermex Foods to easily adapt to changing market demands with the ability to track key performance indicators with accurate, real-time data. This comprehensive solution helped dramatically streamline operations to a point where the company experienced 34% in savings immediately upon implementation.

By choosing to implement SAP Business One Cloud, the staff can access company data anytime, anywhere. They now have the option to work from home instead of spending long hours at the office, which has significantly improved the quality of their work environment.

SAP Business One has provided Intermex Foods with the tools they need to take over their business operations and make more informed business decisions. Intermex Foods can cut back on current expenses with the insight provided by SAP Business One and keep their prices low for their customers. With the flexibility and scalability of this ERP solution, Intermex Foods has a sustainable foundation to drive profit and continue growth.

## Working with Vision33

Vision33 built a strong business relationship with Intermex Food through a consistent methodology and open communication via an experienced team. Vision33 provided Intermex Foods with the local support they needed to have a successful software implementation. Because Vision33 is the #1 Global Value Added Reseller (VAR) for the SAP Business One application, Vision33 also has local access to world-class technical resources that can provide them with as much support, training, and guidance as they need. "Vision33's business acumen about our industry was really valuable," says Benavides, "Not only were they very knowledgeable about SAP Business One, but they had great insight into industry best practices."





## About the implementation partner Vision33, Inc.

Vision33 Inc. is a global IT professional services consultancy that solves customer business challenges through the promise of technology and the value it delivers. We partner with growing and large organizations in both the public and private sectors to understand their vision and help them reach it with the right blend of strategy, consulting, and technology. Vision33 global team of results-driven resources provide world-class experience through our office locations in North America and Europe.

Vision33's SAP solutions provide scalable and integrated enterprise resource planning (ERP) technology to growing enterprises. We work with customers to connect their business processes from finance and expense reporting to procurement and inventory – transforming their operations and better managing subsidiary operations – no matter the size of their business. Vision33's dedicated customer support program, Vision33's world-class TOTAL Care support program ensures you have the tools needed to fully leverage your investment in technology.

Vision33's eGovernment practice delivers the right approach, expertise, and people to public sector clients to empower our government clients to be successful with technology. We have experts in the technologies and methodologies that are of most value to you. Working in partnership with Vision33, we will help you optimize your technology investment, delivering government services efficiently, reduce costs and improve overall citizen satisfaction.

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