



## BioZone Laboratories and BatchMaster ERP, Then and Now

### Customer

BioZone  
Laboratories

### Industry

Personal Care,  
Cosmetics and  
Pharmaceuticals

### Location

Pittsburg, CA

### Users

15

### Solution

BatchMaster  
Enterprise



### Ten Years and Counting

[BioZone Laboratories](#), located in Pittsburg, CA, is a global developer and private-label manufacturer of cosmetics, topical pharmaceuticals, and dietary supplements. Manufactured products include skin care, such as facial scrubs, eye creams and body lotions, oral, topical and nasal OTC drugs, such as acne products and nasal spray and gels and liquid supplements. The company was formed in 1987 by Dr. Brian Keller with their initial focus on intellectual properties for drug delivery systems and continues to thrive in the present day.

As a long-time BatchMaster ERP customer, BioZone has relied on BatchMaster since 2005 to manage its formulations, inventory, and manufacturing requirements. As the company continues to grow annually, BatchMaster remains a critical component in BioZone's day-to-day operations, supporting that growth and allowing the company to focus on its best assets, superior laboratory formulation and the manufacturing of true, quality products.

When BatchMaster ERP was selected ten years ago, BioZone was in need of a solution to better manage its common base material and specialty ingredient inventories to avoid inventory overages and shortages. The company needed to manage products by average cost method, by capturing true costs at order, receipt, manufacturing, packaging and delivery. As a make to order business, BioZone also needed a solution that could forecast profitability allowing the company to maximize its investment of capital and resources.

Christian Oertle, BioZone's General Manager (2003-2014), was there at the beginning and was involved with the initial selection and implementation of BatchMaster ERP in 2005 and has continued to manage its operations. Christian shared his insight on their business and how BatchMaster ERP has played a role in BioZone's growth and its ability to thrive in the changing cosmetics industry.

### BatchMaster remains Constant amid Industry Changes

Christian explained that over the last ten years the cosmetics market has given way to specialty advisors and the boutiqueing of the industry. "Most cosmetic consumers buy products from companies that are using contract manufacturers to formulate and produce their products. Very few new businesses are building manufacturing facilities. BioZone excels by having the equipment, systems and expertise already in place and with [BatchMaster ERP](#), our manufacturing operation practically runs itself," stated Christian. "The economy during this time has been challenging because many of our products are oil-based and we have been faced with significant raw material and transportation cost fluctuations. Without BatchMaster ERP, surviving these changes would have been like driving blind. The software easily paid for itself in the first year."



***“The software easily paid for itself in the first year.”***

Christian Oertle,  
Sr. Project Manager

“Over the last several years, BioZone began slowly shifting from dietary supplements to cosmetics and topical pharmaceuticals,” explained Christian. “This is really a function of our company’s scientific expertise in product development. Our R&D staff is highly skilled and handling of our products is highly ethical. We attract customers who share the same values and want high quality products. By relying on BatchMaster ERP for planning, quoting, selling and purchasing, we can deliver new product formulations in as early as three weeks or less,” Christian explained. “In order to secure these contracts, BioZone must capture customer requirements, create new product formulations, manage the customer approval process while securing the data, and in many cases, protect the anonymity of the customer. BatchMaster provides all this and more,” related Christian. Christian shared that BatchMaster provides full visibility into BioZone’s day to day operations and provides managers a chance to identify and resolve issues BEFORE they escalate and impact customers and business partners. He explained, “For example, if we receive a customer order, BatchMaster lets us see if we will have any inventory shortages long before we begin production. We don’t wait for a problem to pop up during manufacturing, we identify potential shortages, generate POs, and proactively communicate any delivery date changes with our customers.”

## Ensuring Compliance

BioZone maintains strict compliance with cGMP’s requirements and guidelines, including compliance with 21CFR parts 210 and 211. A fully equipped microbiological laboratory for testing and validating products for the absence of objectionable microorganisms is maintained on premise. In addition to product testing and validation, Christian used BatchMaster ERP to generate a software “validation study” which received FDA approval. Christian’s process began by reviewing BatchMaster and evaluating the lot traceability risk. Then, Christian tested the software functionality and verified proper results. A report documenting the process, testing and results was created to fulfill FDA validation requirements.

## Moving Forward with Confidence

In 2014, BioZone was acquired by MusclePharm, a publicly traded company, and now Christian’s current role and duties are shared between organizations. “Since BatchMaster has become an integral part of BioZone operations and requires very little maintenance, we are now considering moving to barcode technology and mobile devices to further improve our operational workflow and efficiencies. The solution has helped us quickly and easily adapt to changes within our business and within the cosmetics industry. We are excited to continue our growth trajectory in the years to come,” summarized Christian.



### About BatchMaster Software

BatchMaster Software is a leading provider of industry-specific ERP solutions for Food, Beverage, Nutraceuticals, Pharmaceuticals, Cosmetics, Chemicals, and other process industries. BatchMaster ERP is seamlessly integrated with SAP Business One, Microsoft Dynamics GP, QuickBooks, and Sage 100 & 300, and is available on premise and in the cloud. BatchMaster Software has been serving the process manufacturing market for over 30 years and supports thousands of customers worldwide. [www.batchmaster.com](http://www.batchmaster.com)

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