



Company Name

CoValence Laboratories, Inc

Location

Chandler, AZ

Industry

Personal Care Products

Employees

100

Goals

- Integration to existing Financial Application
- Generate export documents
- GMP compliance
- Growth without major IT change

Solutions

- BatchMaster ERP

Results

- Real-time inventory control
- Improved profitability
- Instant costing of new products
- Improved Customer service

“The ingredients in your internal products can likely make excellent featured ingredients in skin care products.”

Linda Walker CEO

CoValence, Inc (Chandler, AZ) formulates and manufactures professional topical products.

According to CEO, Linda Walker, “The ingredients in your internal products can likely make excellent featured ingredients in skin care products.”

Today's requirements from the FDA transcend from food manufacturing, pharmaceutical production and vitamin supplements to anything available to be applied to the skin or ingested internally.

In the United States, the Food and Drug Administration states, “The hazard of inadequately preserved cosmetics to human health has been amply demonstrated by reports of staphylococcal infections in hospitals from use of contaminated hand creams and hand lotions.”

Regardless of whether an applicant becomes contaminated during manufacturing or during consumer use it is the responsibility of the manufacturer to record any complaint product issues, specific to their distributed products.

CoValence is a custom topical application developer and manufacturer offering a turn-key solution for taking a product concept through manufacture and fill, packaging, design and product data writing. CoValence develops products for private brands within the esthetic, spa, medspa and medical markets.

This market leader is an FDA registered laboratory that has been researching, formulating and manufacturing skin care products for the professional market for nearly 20 years.

Their innovative formulas, personalized customer service, convenient low minimums and strict confidentiality have made them an industry leader. CoValence's clients include plastic surgeons, dermatologists, spas, salons and specialty niches, whose own customers, in turn, include everyone from the Hollywood elite to the savvy consumer, both nationally and internationally.

At CoValence, their goal is to assist customers in achieving long-term success, customer satisfaction and a respectable presence in the skin care industry. According to Walker, “like Functional Foods and Nutraceutical industries, botanicals and natural ingredients have a huge role in product development.”

Being FDA registered, all products are guaranteed to be manufactured at the highest level of cleanliness and consistency.

Though CoValence originated from the creation of just one product, CoValence's R&D Department has brought hundreds of distinctive formulas to market.

Since the topical care industry is governed by the dynamic flow of new ingredients, scientific research and popular trends, their offerings continue to grow and adapt

CoValence has produced and continues to produce inventions (BoldSkinvention™) that exceed the standards of today, meeting current trends, and anticipating the demands of tomorrow.

Growing Up and Out

Like much of their Industry, CoValence purchased an “Out-of-the-Box” accounting package offering add-on modules that supported a discrete manufacturing model.

Because their system was originally developed for discrete manufacturing, they faced a significant investment to customize the existing system to enable even the most basic functionality of their quickly growing Sales and Production needs.



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Pete Vicek
VP of Production

CoValence realized that customizing their original accounting system would cost too much in meeting their business growth or the increasing compliance demands in their International Market requirements.

The critical consideration in CoValence's choice of BatchMaster ERP centered on functionality.

BatchMaster ERP contained specific features and reports out-of-the-box that were specific to the Manufacturing and Distribution model of topical application product manufacturers.

CoValence chose BatchMaster ERP to overlay their existing accounting package and investment, while extending their capabilities in Cosmetics Manufacturing. BatchMaster ERP allows CoValence to meet the needs of customer and industry compliance, both in the U.S. and abroad.

“We needed a system that would help us automatically generate all the export documents that were necessary to sell to our International customers,” says VP of Production, Pete Vicek. “The time spent manually creating everything from an MSDS to an INCII Listing Report was taking up too much time and reducing profit margins.”

CoValence chose BatchMaster ERP because it allowed them to grow as a company without the distraction of upgrading existing technology. Functionality in production allowed them to record batch closing, without opening financials. Tools found in quality control allowed CoValence to mandate tests in production that were conceived in R&D. Reports in BatchMaster ERP's Sales Report Module allowed them to quickly generate all the reports necessary to ship product.

These factors were key in identifying BatchMaster Software, Inc. as the ideal vendor for CoValence, with the ability to gracefully manage a Cosmetics Manufacturer's business model.

After close consideration, CoValence determined that they could trust BatchMaster ERP to enable their self-regulatory needs for U.S. and International sales.

Additionally, CoValence knew that BatchMaster ERP was built on widely available, industry-standard technology, and would keep pace with the tech-sector as well.

Why BatchMaster for Topical Manufacturing?

Adhering to regulatory compliance, managing manufacturing information, and decision support are critical to the success of cosmetics process manufacturers. BatchMaster ERP Cosmeceutical provides the tools all your departments will use to plan, test, track and sell your specialized product while self-regulating to exceed government and customer requirements.

BatchMaster, understanding that you rely heavily upon quality information and tight controls and that even one mistake can be extremely costly, developed a solution that gives you unparalleled insight into your processes, allowing you to proactively plan and make profitable decisions, and to quickly react and recover from unforeseen issues.

By providing for accurate, centralized information throughout your organization, BatchMaster ERP helps you get your quality product on the shelf at the right time, and at the right price.



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John Stanick
Purchasing Manager

“We liked the visibility and control that resulted from the link between real-time inventory information, formulation and production.”

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Sales & Compliance

The Dynamics of the Topical Manufacturing Industry are unique. Formula security and customer anonymity are crucial.

“From day one, we at CoValence have adhered to the stance that under no circumstances will our clients' names and businesses be divulged to anyone outside of the company at anytime for any reason,” according to CEO, Linda Walker. “Our philosophy of 'Secret Service' is ingrained in our daily life, in every department, and is upheld by respect for our clients.”

BatchMaster provides boundless capabilities in masking customer identification during receiving, production, shipping and compliance.

Meeting these fluctuating requirements necessitates that staff and systems understand and adapt as changes arise.

BatchMaster ERP reduced the amount of time CoValence employees spent manually documenting quality, production and compliance.

BatchMaster ERP allows all departments of an organization to clearly communicate and share information. Where necessary, BatchMaster ERP makes the most important data part of the printed records used in the plant and sent to the customers.

Some of these documents included Material Safety Data Sheets, Certificates of Analysis, Bar-coded Sales Orders, Back Order Reports, Pick-Lists, and Bills of Lading.

R&D

CoValence Product Manager, Sina Stern says of BatchMaster, “It's a powerful tool for us to view costing (from multiple models) live during product development.” BatchMaster ERP enables this functionality through leveraging the multidimensional (Average, Standard, LIFO, FIFO) costing capabilities of the product.

At CoValence, R&D works closely with Quality Control. QC Manager Lee Ping says, “Our QC Inspection Sheet needed enhanced capabilities for note taking during formula development and production.”

BatchMaster provides CoValence with the ability to add notes to formulas and by formula line item in product development. Production can then take that information and add to it as changes arise. All of this functionality is required for cGMP, OTC and FDA certifications at CoValence.

Purchasing

“We like the ability in BatchMaster to plan our purchasing efficiently with an all at once approach,” according to John Stanick, CoValence Purchasing Manager. “Being able to look into the future and make a consolidated purchase from each vendor saves us time and ensures best price.”

CoValence sources alternative and unique ingredients from around the world. Stanick says, “We never pigeon hole our clients into only a handful of ingredients... We continually find exquisite ingredients to satisfy specific client requests.”

Production

One thing that makes CoValence different is their willingness to customize the size or ingredients of an order no matter how small, or unique. This means that the system used at CoValence provides visibility and support for



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Derek Lofgren
Shipping Manager

“I didn't have to learn a whole new program to continue using the system.”

Julie Dye, Controller

tight lot-control from purchasing to production and through to distribution.

Production needed a system that would make accurate recommendations for raw-materials called for in production. CoValence needs the ability to look at existing inventory availability, quote an order and quickly move to production.

“We liked the visibility and control that resulted from the link between real-time inventory information, formulation and production,” says Vicek.

Distribution

Shipping manager Derek Lofgren says, “CoValence's shipping department is responsible for closing the loop on the sales order process, while tracking frequent back-orders.” Lofgren points out that “CoValence had to have a system that would provide us with both Warehouse Transfers between facilities and intra-warehouse Bin Transfers.”

BatchMaster supports Multi-Location (warehouses) and Multiple Bin functionality. The system can be set up with loose standards for what can be received, manufactured, warehoused and shipped. BatchMaster can also support constraints on these same procedures.

Because BatchMaster ERP provides the ability to create user profiles in System Administration, new users in Shipping can automatically access necessary Sales Modules Screens when they are assigned to the system. Because BatchMaster ERP understands that typically system users often have more than one role in the organization, this functionality is supported out-of-the-box.

Finance

When CoValence approached BatchMaster, they had a world-class financial package, providing their finance department with the standard reports that a CFO or Controller would typically need.

Unfortunately, the depth required to properly cost and account for all the variables of batch-processing, like formula management, scrap, re-work, multi-level BOM's and by-products, normally does not exist in today's accounting packages.

BatchMaster maintains tight integrations with many industry-standard finance packages. This allows BatchMaster ERP customers to retain existing systems and leverage their expertise in them, while implementing full batch-process capabilities with BatchMaster ERP.

“I was able to leverage my expertise with our existing accounting package,” says Controller, Julie Dye. “I didn't have to learn a whole new program to continue using the system.”



“We measure success by the number of organizations we help to improve both their manufacturing and distribution operations.”

Dr. Sahib Dudani - CEO

About BatchMaster

BatchMaster Software, Inc. is the leading provider of software designed for cosmeceutical and nutraceutical manufacturers in the mid-market.

With a history spanning nearly 25 years, and more than 200 staff, BatchMaster continues to be the innovator in process-batch manufacturing.

BatchMaster's customers are in every formula or recipe-based business, including food, beverage, nutraceutical, supplement, cosmetic, cosmeceutical, personal care, paint, coatings, pharmaceutical and specialty chemical industries.

C.E.O., Dr. Sahib Dudani cites, “We measure success by the number of organizations we help to improve both their manufacturing and distribution operations. Our customers can rely upon the BatchMaster team to be a "partner in productivity.”

For more information about BatchMaster Software, Inc., contact sales@batchmaster.com

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