



## Custom Ingredients Inc. Creates Custom Flavors while Capturing Record Growth with BatchMaster

### Customer

Custom Ingredients, Inc.

### Industry

Custom Flavorings

### Location

San Clemente, CA

### Solution

BatchMaster Enterprise

Focusing on creating custom Flavors for a diverse range of products, [Custom Ingredients, Inc.](#) supplies the Southern California food and nutraceuticals market with high quality flavors. In order to deliver on its primary goals of dependable service, trustworthy relationships and up-to-date regulatory standards, Custom Ingredients relies on [BatchMaster Enterprise](#) as its ERP solution.

With BatchMaster in place, Custom Ingredients has been able to focus on its priorities, leaving the critical data management and manufacturing functions to BatchMaster.

Custom Ingredients is a privately held company that recently celebrated 10 years of serving its customers who range from confectionery, coffee & tea,

sport & beverage, nutrition bar and supplement manufacturers. When the company first started blending flavors, they relied on tools such as Excel to record formulations and inventory, with inventory tracking done manually. Vice President and Co-Owner, Steve Bishop, recognized the need to move to a formula-based manufacturing solution. "I did a considerable amount of research to discover the right solution for us. [BatchMaster](#) is well-known in the industry and used by other Flavor companies. Getting a recommendation from other BatchMaster users who knew our pain points made a huge difference," shared Bishop.

### Addressing Company Objectives with BatchMaster

Bishop tells us there were several goals in which [Custom Ingredients, Inc.](#) was most focused on improving with BatchMaster. First was the focus of improved Inventory Control and Lot Traceability. "The management of lot traceability has improved dramatically with BatchMaster," claimed Bishop. "We just completed our BRC Audit for GFSI in which part of the audit calls for a real-time traceability exercise. A historical batch card is pulled and several random ingredients are selected where we must trace the lots back to receiving and forward into all batches. The entire lot traceability exercise was completed in under 2 hours, well ahead of the required time. The system we have in place with BatchMaster was so robust, it was easy to show that we have full traceability," stressed Bishop.



[Custom Ingredients, Inc. Video](#)

***“The management of lot traceability has improved dramatically with BatchMaster,”***

Steve Bishop,  
Vice President & Co-Owner  
Custom Ingredients, Inc.

Custom Ingredients, Inc. has also been able to track purchasing patterns and optimize purchases and since the company manufactures to order, they needed excellent material forecasting to meet customer demand. “Part of the reason we can maintain our 5-7 day lead time is due to optimizing our Inventory with BatchMaster.” Bishop shared that other goals met include improvements in Formula Control and Formula Revision History and overall access to vital data from the vast number and variety of critical reports generated from BatchMaster.

### **Attention to Training was Critical to Success**

Bishop also credits the company's ability to see success quickly to their in-house product approach to learning the system. “The transition to BatchMaster was highly successful due to all the scenario testing that was done up front,” comments Bishop. “I became a product specialist for our company and could answer questions as they would come up.” Bishop shares that with all the changes in the recent years in the food manufacturing industry including tracking products as allergen-free and Non-GMO, operating without an integrated ERP would be impossible. “With BatchMaster we are able to segregate inventory, flag items (as allergen, for example) and provide the real-time paperwork to our customer with this information,” comments Bishop. “Our goal is to focus on serving our customers by delivering our service and product quality at the highest standards and BatchMaster is a vital component to this focus and our continued success.”



### **About BatchMaster Software**

**BatchMaster Software** is a leading provider of ERP solutions that help emerging and growing formula-based manufacturers streamline their operations and scale production, while reducing costs and complying with changing customer demands and ever more stringent regulatory mandates. The company delivers industry specific solutions for Food, Beverage, Nutraceuticals, Pharmaceuticals, Cosmetics, Chemicals, and other process industries. BatchMaster ERP is a comprehensive process manufacturing solution seamlessly embedded within SAP Business One and Microsoft Dynamics GP and integrated to QuickBooks, Sage 100 & Sage 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.

### **Contact Us**

BatchMaster Software | 23191 La Cadena Drive, Suite 101, Laguna Hills, CA 92653 | 949-583-1646 | [sales@batchmaster.com](mailto:sales@batchmaster.com)