![BATCHMASTER — Process Manufacturing Software]

PRIMARCH MANUFACTURING INC. HITS THE MARK WITH BATCHMASTER ENTERPRISE

Customer
Primarch Manufacturing, Inc.

Industry
Dietary Supplement, Functional Food and Pharmaceutical Industries

Solution
BatchMaster Enterprise

Offering custom manufacturing, formulation and packaging for the dietary supplement, functional food and pharmaceutical industries at prices and minimums that can't be matched by most major manufacturers sets Primarch Manufacturing Inc. apart in today's market. Along with their own high standards for quality, Primarch extends these high standards to its vendors and suppliers and relies on BatchMaster Enterprise to fulfill its expectations for its Enterprise Resource Planning solution. With BatchMaster in place, Primarch Manufacturing reinforces its commitment to quality, utilizing this specialized ERP solution to help them achieve their superior standards.

Primarch was a long time user of Sage PFW, an older Sage solution, and when Sage retired PFW, no longer offering support, Primarch

determined the need to upgrade their ERP solution. "BatchMaster was the best fit for our manufacturing processes," stated Tom Sharkey of Primarch Manufacturing. "The solutions were similar in usability and this made training for BatchMaster Enterprise easier for our staff." Primarch ran the solutions parallel during the final phase of implementation so that their users could have greater confidence when they moved entirely to BatchMaster. "Along with our familiarity of the overall solution process and terminology, running the solutions parallel minimized questions during the Go Live phase. It was an important step in the process," added Sharkey.

BatchMaster Supports Primarch's Quarantine and Test Methodology

Sharkey says that private label manufacturing for nutraceuticals is very competitive and one of their core standards is their sourcing of high quality raw materials used in manufacturing. "Using BatchMaster in purchasing, we follow a process where everything is quarantined upon receipt," shared Sharkey. "Materials are received into a quarantine location, on site and within BatchMaster, and lot numbers are applied. Here we perform QC tests to verify that vendor raw material claims are correct. Using BatchMaster Purchasing to include this critical QC step is straight-forward and supports our process."

![PRIMARCH logo]

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> Tom Sharkey
> Primarch Manufacturing

our inventory being very accurate," declared Sharkey. "Overall, we've found BatchMaster easier to operate from purchasing through sales order entry. With this well-designed solution, we can focus our efforts on providing individualized service for our customers' manufacturing needs and not get caught up in the operation of the system," stated Sharkey.

Quality Testing and Audit Readiness made Easier

Sharkey says every item entering and exiting the facility is thoroughly scrutinized and tested for quality assurance purposes with additional independent third-party testing to guarantee the highest quality products. Primarch is GMP and ISO:9001:2000 certified and is prepared for independent FDA Audits, when they happen to occur. "BatchMaster makes it easier to have access to necessary reports and documents for independent audits," asserted Sharkey. "The next Audit should be a breeze because of the documentation that BatchMaster produces. The solution has streamlined processes throughout the business."

Inventory Accuracy and Ease of Use provide Immediate Benefits

Inventory management is critical to Primarch Manufacturing, not only the Lot Tracking component throughout the manufacturing process but also inventory accuracy. "We've seen improvements using BatchMaster with

About BatchMaster Software

BatchMaster Software is a leading provider of ERP solutions that help 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 Enterprise is a comprehensive process manufacturing solution with integration 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.

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