



BATCHMASTER[®]
Process Manufacturing Software

Brilliant Group Inc. Streamlines Operations and Gains Agility with BatchMaster Web ERP

Customer Success Story:

brilliant[®]

Brilliant Group Inc. is a leading U.S.-based manufacturer of fluorescent pigments. With more than three decades of technical expertise and a philosophy centered on agility and customer responsiveness, Brilliant Group has become a trusted supplier for companies needing specialized pigments and deep application knowledge. Rather than requiring customers to adapt to rigid processes, Brilliant Group prides itself on “fitting into the customer’s world” and delivering solutions tailored to their needs.

“

BatchMaster will help us become a smarter, more customer-focused company.

Julia Folk
General Manager
Brilliant Group, Inc.

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THE NEED FOR AN INTEGRATED SYSTEM

As Brilliant Group continued to grow and the global marketplace became more complex, leadership recognized that its existing systems could no longer support the speed and accuracy required. While Accounts Payable and Accounts Receivable were managed in a familiar accounting system, critical operations such as costing, pricing, forecasting, production planning, quality control, and BOM management relied on spreadsheets and manual processes.

These manual workflows created bottlenecks and made it difficult to adjust quickly to shifting tariffs, supply chain disruptions, and changing customer requirements. “Our manual processes required specialized skillsets and a lot of time spent manipulating data outside the system,” explained General Manager Julia Folk. “We needed to save the team time and energy, and we needed better tools to keep up with customer demand.”

The company also needed a more modern, user-friendly platform that would enable new team members to be trained quickly, an increasingly critical need as the business expands.

WHY BATCHMASTER WEB ERP

Brilliant Group conducted an extensive evaluation, engaging eight vendors and completing in-depth demonstrations with five. BatchMaster Web ERP emerged as the clear choice.

Industry expertise was a significant factor. “BatchMaster personnel understood our processes immediately—they work with chemical manufacturers,” said Folk. “The system felt familiar, and it matched our functional needs better than anything else.”

Other key reasons for selecting BatchMaster included:

CUSTOMER	Brilliant Group, Inc.
INDUSTRY	Chemical
LOCATION	Richmond, CA
PRODUCT	BatchMaster Web ERP

- Real-time costing and tariff management, allowing the team to respond immediately to market changes.
- Integrated Quality Control and BOM management, replacing manual processes and increasing accuracy.
- Predictive planning tools, helping the company better manage supply chain complexity.
- A modern, intuitive interface, reducing reliance on specialized skills and enabling faster onboarding.

Budget and scalability were also essential. BatchMaster offered the industry-specific capabilities Brilliant Group needed, without the complexity or cost of larger enterprise systems.

“BatchMaster fits where we are today and where we want to be in the future,” Folk said. “It gives us a platform to grow intelligently.”

WHAT’S AHEAD

With implementation underway, Brilliant Group is preparing to digitize core operations across purchasing, production, quality, and inventory. The company plans to use BatchMaster’s predictive planning, costing, BOM, and quality modules to improve visibility, automate manual workflows, and enhance decision-making.

Real-time costing and pricing updates will allow the team to stay ahead of supply chain fluctuations and tariff changes. Integrated quality and BOM management will replace spreadsheets, ensuring consistent, accurate information across the business. The new system will also support stronger forecasting and planning, enabling the company to maintain its agility as it grows.



“BatchMaster will help us become a smarter, more customer-focused company,” said Folk. Once live, the system will give Brilliant Group the platform it needs to reduce manual work, strengthen accuracy, and support continued expansion into global markets through events such as NAPIM, CAD RETEC, ABRAFATI, Chinacoat, and major coatings shows worldwide.

By choosing BatchMaster Web ERP, Brilliant Group is investing in operational excellence, better decision-making, and a future defined by agility and customer responsiveness.

ABOUT BATCHMASTER SOFTWARE

BatchMaster Software is a leading provider of ERP solutions that help growing formula-based manufacturers streamline operations, reduce costs, and comply with stringent regulatory mandates. BatchMaster ERP is designed specifically for the Food, Nutraceuticals, Cosmetics, Pharmaceuticals, Chemicals, and Specialty Manufacturing industries, and can be deployed on-premise or in the cloud.



BatchMaster Software

9861 Irvine Center Drive, Irvine, CA 92618

Ph: 949-583-1646

sales@batchmaster.com