

**SYMPHONY**
PLANT PRODUCTIVITY SUITE**CARLISLE**
Technology

Transition to Carlisle Technology's Symphony Plant Productivity and Traceability Suite



How a food processing facility was able to transition from an outdated Plant Floor Data Collection and Warehouse Management System to Carlisle Technology's Symphony Plant Productivity and Traceability Suite without changing process flow or disrupting production.


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“From the beginning of our relationship with Carlisle, our charge was straightforward: ‘We are not interested in changing our production process flow to accommodate software. We need a production system that will flex to meet our needs.’ And that is precisely what Carlisle delivered. Replacing the production system in a live plant is not for the faint of heart - it requires a lot of explanation, listening and patience from all parties. The team at Carlisle developed a plan, worked seamlessly with our project champions, and tackled the project with tenacity. The final result was a product that will benefit both Prestage and Carlisle for years to come.”

Frank Powell

Senior Systems Administrator

Prestage Farms, Inc. / Prestage Foods, Inc.



SYMPHONY is Carlisle Technology's plant productivity and traceability software suite. With a modular design, Symphony was built to expand as a customer's needs grow. Control plant floor production by managing product files, label formats, and product tare weights. Collect Data from the plant floor and get insight into production, productivity, and traceability. Streamline shipping, receiving and order picking with Symphony's Warehouse Management System. Symphony combines rugged plant-floor data collection (MES) with fast and reliable warehouse management software to give users a 360-degree view of their entire operation.

➤ The Challenge:

Prestage Foods was using an older plant floor data collection and warehouse management system that was heavily customized to Prestage's processes. While that system had served the plant's needs, it was outdated, no longer supported, and did not have a path for upgrading.

➤ The Solution:

There are several different pieces to the solution. The first piece provided was a complete Manufacturing Execution System (MES) for their plant. The MES solution gives Prestage Foods total insight into the daily production totals, as well as control of the jobs that are being filled on the plant floor.

Carlisle Technology also deployed Symphony's Warehouse Management System. This provides full visibility into inventory and allows office users to track orders from the initial entry of the order all the way through shipping.

➤ The Results:

Carlisle and Prestage Foods successfully migrated Prestage Foods from their old plant floor data collection system onto Carlisle's current Symphony Software platform. Not only was the old system replaced completely, but Symphony was able to accommodate all the required modifications so as to not alter the plant's daily process flow. Prestage Foods is now on a platform that is fully supported 24/7 and has an upgrade path moving forward so that they won't be stuck with outdated software in the future.



Prestage Foods®

I personally use the Carlisle system for day-to-day planning and it is much better than our previous system. The Carlisle Symphony system is not complicated to use and has proven to be accurate and reliable. While our old system was adequate in years past, it lacked the ability to generate sufficient information in case of a recall. With the new Carlisle system, the information needed is available to us in a very short amount of time.

Over the years, I have been involved in several system changes. There are always significant challenges from every aspect. With this change to Symphony, any time I encounter something that needs to be tweaked or adjusted, I notify our project leader, Travis, and he reports that to the Carlisle team. The tweaks or adjustments are made in a timely manner and any concerns have been handled. A huge key to this is how good the relationship is between Travis and our IT group and the Carlisle team. No doubt the Carlisle Symphony system will make us better and allow us to service our customers with an order fill rate that is second to none.

*Darron Ezzell
General Manager
Prestage Foods, Inc.*

Industry:

Poultry Processing

Employees:

390

Product:

Turkey / Private Label

Headquarters:

St. Pauls, N.C.

Since 2005, **Prestage Foods of North Carolina** has provided a diverse range of fresh and frozen ready-to-cook turkey products, further processed items, and commodity meats for domestic and export customers. Prestage's focus is on supplying its customers – whether retailer, foodservice or further processor – with safe turkey products of outstanding quality and taste. Located just south of Fayetteville, North Carolina, the Prestage Foods plant processes its own turkeys grown on North Carolina family farms.

Through vertical integration that allows for management of all phases of production and processing, as well as a strong commitment to continuous improvement, Prestage Foods of N.C. has earned a reputation as a trusted supplier of consistently high-quality products at competitive prices in the marketplace.



The Challenge:

What issue or pain point needed to be addressed?

Prestage Foods was using an older plant floor data collection system that was heavily customized to Prestage's processes. While that system had served the plant's needs, it was outdated and did not have a path for upgrading.

Prestage was also building a pork plant in Eagle Grove, Iowa. They believed the timing was right to upgrade their plant floor data collection system and find the correct MES/WMS system for their new plant.

Prestage Foods wanted to find an experienced solutions provider that could meet the requirements for both the turkey and pork processing plants.

Why did they have this problem?

The previous plant software provider did not have the ability to upgrade their software to a more current platform. Prestage Foods had a hard time getting support for their old system because the software provider developed the system without a clear vision or path for how their customizations might be carried forward and serviced in the future.

What were the client's expected outcomes from working with a vendor?

Prestage Foods was looking for a vendor to come in and do a complete "rip and replacement" of their old plant floor software and hardware system. While they expected to completely overhaul their system, they did not want to change or affect the overall process flow of the plant.

Why did they engage Carlisle Technology to help?

Prestage was introduced to Carlisle as they were looking for a solution provider for their new pork plant, Prestage Foods of Iowa. After selecting Carlisle as the front-runner for this new plant, Prestage decided to reduce their risk by testing the new software in their existing turkey plant first. This would demonstrate that Carlisle was capable of providing complex solutions, as well as providing Prestage an opportunity to learn Carlisle's software capabilities.

The Solution:

How did Carlisle Technology approach the challenge?

From the beginning, Prestage expressed how they needed the solution to function. They provided a large amount of documentation and examples of their current process flow. With all this information, Carlisle Technology's software team created mockup screens and flow charts for how the solution was going to look and function.

To start the project, Carlisle Technology presented Prestage Foods with a complete project timeline. This timeline highlighted all the project deliverables and set completion dates. Project management met weekly with the team at Prestage Foods to discuss progress, review timelines, and answer any of the customer's questions. While the software was in the development stage, the implementation team was busy building Prestage's product files, assisting in designing their label formats, and assembling the hardware. As a complete system integrator, not only does Carlisle Technology design and develop all the software for the solution, they also source or manufacture all the hardware.

How was the client involved in this stage?

The team at Prestage Foods worked closely with Carlisle Technology through every step of the process. Prestage's main project champion for the plant was in daily contact with the implementation team answering questions, providing feedback, and doing field testing. A large part of the success that was experienced was because Prestage Foods worked so closely with Carlisle and was so dedicated to helping with the successful installation of the solution.

What was the solution?

There are several different pieces to the solution. The first piece provided was a complete Manufacturing Execution System (MES) for their plant. The MES solution gives Prestage Foods total insight into the daily production totals, as well as control of the jobs that are being filled on the plant floor.

The "whole bird" weighing and labeling portion of the solution required the most amount of software development. Typically, when Carlisle Technology implements the *Order Filling* application on the plant

floor, the stations receive orders or jobs from an external ERP system. Prestage Foods doesn't use an ERP system to generate their jobs so they are created daily through Carlisle Technology's new *Manufacturing Orders* application in Symphony. Through this application, orders can be created and sent down to the scales. Orders can also be paused, modified, or removed from the scales at any time.

Carlisle Technology also enhanced how the *PLU by Weight* application works on the scales. Product is placed on the scale and the software application automatically selects the correct PLU based on pre-determined weight ranges that have been specified by job through the *Manufacturing Orders* application. Once the scale settles and a PLU is automatically selected, a label will print for that product.

For the project, Carlisle Technology developed an application that will sort birds into boxes based on a sort code in the barcode. The plant floor operators scan whole bird labels and place the birds in boxes with other birds of the same sort code. The application will tally the NET weight of the scanned labels and once the box is full a carton label is automatically generated.

The software applications and design were driven by the customer's requirement of providing a solution that didn't change the operators daily process flow. Carlisle Technology developed a solution that kept all the important functionality from the previous solution, while adding new features and functionality to enhance the operators' experience.

Carlisle Technology's development team also created a new *Order Management* application. This allows office users to track orders within a selected date range from the initial entry of the order all the way through shipping. Through this one application orders can be added, removed, modified, picked, staged and shipped. This helps simplify the order fulfillment process. Instead of using multiple applications for various functions, everything can be controlled through the *Order Management* screen.



What was the timeline?

Prestage Foods was targeting to have the full system installed and operational before their busiest time of operations began in October. The MES portion of the project, including the plant floor software operating the scales, was fully installed and live by the middle of September.

Due to the complexity of the warehouse management scope of the project, Carlisle Technology was not able to deliver the second half of the solution to Prestage and have them feel comfortable with the new order entry, inventory, and shipping portions of the project before the busy season. Both Prestage Foods and Carlisle Technology agreed that it was too much to squeeze in before production and sales hit their peak.

While Prestage Foods was busy with their peak production season Carlisle Technology, along with Prestage's project champion, worked to complete all the report modifications, system tailoring, and quality control before going back to finish the installation the following spring. When the implementation team from Carlisle arrived in the spring, everything had been fully vetted and tested so that all the office staff were able to make a simpler transition to the new system.

The Results:

Did the solution solve the client's stated problem?

Carlisle and Prestage Foods successfully migrated Prestage Foods from their old plant floor data collection system onto Carlisle's current Symphony Software platform. Not only was the old system replaced completely, but Symphony was able to accommodate all the required modifications so as to not alter the plant's daily process flow. Finally, Prestage Foods is on a platform that is fully supported 24/7 and has an upgrade path moving forward so that they won't be stuck with outdated software in the future.

Not only was the old system replaced completely, but Symphony was able to accommodate all the required modifications so as to not alter the plant's daily process flow

What were the keys to the successful implementation of the project?

This was a very complex project with a lot of potential pitfalls. The most important key to the successful implementation of this project was Prestage Foods' complete dedication to seeing the solution successfully installed. Prestage Foods worked closely together with Carlisle Technology through every phase of the project. Their dedicated project champion was excellent at providing onsite testing and feedback before the solution went live.

What immediate and long-term benefits did the client see because of the solution?

The immediate benefit to Prestage Foods is that they are now fully covered by 24/7 support on a current software platform. This software platform is upgradeable with a path towards continuous improvements and application growth. The system is more robust and offers more in-depth data collection than what was available with the previous system. Due to the success of the project, Carlisle Technology and Prestage Foods have built a long-term partnership. Prestage Foods of Iowa ended up awarding Carlisle Technology the opportunity to provide their

Symphony Plant Floor Productivity and Traceability Suite to the brand new pork plant in Eagle Grove, Iowa. This project was a success!



"Carlisle helped us replace our entire inventory management system from the scales and scanners, to all of the software. They communicated well with us and took into consideration any customization we wanted. Their after-project support has been outstanding and they quickly respond to any questions or problems we have. The staff is friendly and we enjoyed working with them on the project, and we continue to work with them."

*Travis Dorroh
Lead IT Technician
Prestage Foods, Inc.*



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