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Benchmade Knife Company improves operations using SYSPRO

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Benchmade Knife Company

Established in: 1987

Company size:

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Oregon-based Benchmade Knife Company has been making premium quality knives since 1987, earning a loyal customer following drawn to their high-end materials and utility.

Their Challenge

Faced with outdated software that was causing inefficiencies and errors in inventory tracking, resulting in stockouts and lost sales, as well as difficulties in managing production schedules and tracking orders, Benchmade initiated its search for ERP software.

After assessing multiple systems that seemed promising on paper but ultimately fell short of delivering the expected functionality, Benchmade came across SYSPRO. Following extensive discovery, Benchmade concluded that it was the ideal solution for their needs.

"You would be surprised at the level of complexity it takes to make a knife, and to create all the different models needed," said Kristine Gittins, Executive Vice President, Benchmade Knife Company. "That's where SYSPRO has really helped us."

SYSPRO Solution

Empire Nuts upgraded from SYSPRO 7 to SYSPRO 8 in October 2021, taking the opportunity to integrate all its processes, from warehouse production to creating bills of material and inventory, into this single solution.

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SYSPRO provided Benchmade with a modern ERP system that allowed them to better manage their inventory, production, and order tracking. The new system improved efficiency, reduced errors, and allowed Benchmade to better forecast demand and plan production schedules. Additionally, SYSPRO has enabled the manufacturer to successfully connect its systems through e.Net integration, providing real-time job processing on the production

floor. Benchmade also adopted the SYSPRO Point of Sale (POS) system for their retail outlet, allowing them to fulfill orders, gain visibility into customer orders, and accept cash and credit cards. The system provided security features and streamlined customer service, both in the retail outlet and at trade shows.

Overall, the adoption of SYSPRO ERP and POS solutions helped Benchmade streamline operations, improve customer service, and accommodate rapid growth.

“[SYSPRO] has been transformative to this company. We found that the functionality inside SYSPRO could address almost all our pain points,”

– **Gittins.**



SYSPRO 8 Benefits to Customer

- After implementing SYSPRO 8, Benchmade was able to achieve a 75% decrease in year-end processing. In addition, using SYSPRO's POS system, they also reduced order errors, leading to enhanced customer satisfaction.

The Outcome

Nearly 3 decades later, Benchmade continues to run its business on SYSPRO, taking advantage of business-boosting capabilities in every product release.

Following the adoption of SYSPRO 8, Benchmade has realized a 75% reduction in overall Year-End processes, with an 85% decrease specifically in General Ledger (GL) Year-End Processes. SYSPRO's implementation has streamlined and automated tasks involved in concluding the fiscal year, resulting in a significantly more efficient and time-saving process for Benchmade.



About SYSPRO

SYSPRO is a leading, global Enterprise Resource Planning (ERP) software provider, specializing in key manufacturing and distribution industries. Our Industry-built solutions and services are designed to make things possible.

SYSPRO's ERP solution empowers customers to take the next step – whether it is expanding into new territories, adding new product lines, transforming business processes, or driving innovation. Through our ERP software, customers gain access to solutions, processes, and tools to assist in the management of data for key business insights and informed decision making. The solution is scalable and can be deployed in the cloud, on- premise, or both, and accessed via the web on any device to provide customers with choice and flexibility.

As a trusted advisor, SYSPRO remains focused on the success of partners and customers. With a strong commitment to channel partner growth, SYSPRO customers are backed by a team of global experts that drive maximum value out of IT systems and business solutions. We are committed to addressing the unique needs of our customers, enabling them to easily adapt and remain resilient. Our evolving solutions are aligned with industry trends and leverage emerging technologies that will enable partners and customers to secure a digital future and to gain a competitive advantage.

Learn more about SYSPRO's ERP solutions at www.syspro.com or contact us on info@syspro.com