

Mexican Restaurant
Wholesale Distributor Improves
Inventory Management With
SAP Business One[®]



ABOUT



Tolteca Foodservice is a wholesale distributor of food and other restaurant supplies. Founded in Atlanta, Georgia, in 1995, Tolteca Foodservice is a top Mexican and Mexican American supplier for Arkansas, Georgia, Tennessee, Alabama, Mississippi, and the Carolinas.

Tolteca Foodservice distributes its goods from a 50,000-square foot warehouse in Norcross, GA, offering over 2,000 products to over 600 customers who rely on the company for quality products and excellent service.

Company

Name: Tolteca Foodservice
Industry: Wholesale distributor of restaurant supplies
Headquarters: Norcross, GA
Previous Software: QuickBooks



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Maria M. Gutierrez, operations manager at Tolteca Foodservice

Visit them at www.toltecafoods.com



From avocados to zarapes, the family-owned wholesale distributor offers Mexican restaurants the whole enchilada. To satisfy customers' cravings for authentic ingredients and restaurant supplies, Tolteca Foodservice needed to streamline its operations to ensure orders arrive just in time.

With SAP Business One, Tolteca Foodservice uses exceptional customer service, inventory availability, and order accuracy to develop longstanding customer relationships.

Tolteca Foodservice offers Mexican and Mexican American restaurant owners a one-stop shop for all their restaurant needs, including fruits, vegetables, meat, fish, spices, seasonings, cleaning products, and disposable items.

But Tolteca Foodservice sees its point of differentiation as more than its products.

"It comes down to the customer service", says Maria M. Gutierrez, Tolteca Foodservice's operations manager. "Our employees understand these restaurants and provide more than just products—they provide advice and recommendations".

Successfully pairing south-of-the-border flavours with exceptional customer service was speeding Tolteca Foodservice's growth. But more orders and inventory meant the company needed a more efficient business management system.

The Challenge

To prevent QuickBooks from running too slowly, Tolteca Foodservice exported its inventory and customer databases at the end of each fiscal year and reloaded them into the application. This made it impossible to compare sales data from one year to the next or spot inventory trends. It also made determining order profitability difficult in an industry with competitively low margins.

“That was a huge challenge. We had to download all inventory, customer files, accounts receivable, and accounts payable, summarise them, and reload the data into QuickBooks every year”, recalls Gutierrez.

Another challenge stemmed from Tolteca Foodservice’s customers. “Our customers don’t have a lot of storage space in their restaurants. They count on us for timely delivery because they can’t carry a two-week supply”, says Gutierrez. “Because customers only have enough room to store what they consume during the week, it’s critical that we process orders accurately”.

The company’s growing inventory of 2,000-plus products quickly outpaced QuickBooks’s reporting capabilities. In the warehouse, there was no control over perishable products’ expiry dates, burdening warehouse workers trained in product rotation. Though it worked, it was a time-consuming process. Additionally, price and inventory comparisons were done with manual spreadsheets, which hindered inventory management and introduced data entry errors.



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The Solution

When it was time for new software, Tolteca Foodservice formed a committee with the CEO and managers from each department, including purchasing, warehouse, and logistics, to evaluate requirements for a new business management solution.

“We wanted a business management solution that would help us grow not just today, but into the future”, says Gutierrez. “The technical part of the database was important, but so were the company functions and adaptability to future technologies”.

Tolteca Foodservice chose SAP Business One, an enterprise resource planning (ERP) solution that allows the company to affordably manage its entire business. Tolteca Foodservice streamlined processes and gained real-time data for greater insight into operations and better, faster decision-making. SAP Business One also provides accurate details on Tolteca Foodservice’s shipments, inventory, and item locations while monitoring stock in real-time.



SAP Business One also manages standard and special pricing, enabling salespeople to apply volume, cash, and customer discounts and run reports that reveal their effect on profitability.

Tolteca Foodservice has reaped many benefits from SAP Business One. Logistically, the software enabled the company to structure routes and involve employees in how products are picked, packed, and delivered. Tolteca Foodservice also has greater product visibility and access to real-time inventory reporting and pricing.

“Remote access to SAP Business One allows our sales reps to help customers more efficiently”, says Gutierrez. “We can give them a real-time snapshot of the information they want. As a result, customer service has improved”.





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Working With Vision33

An ERP deployment’s success hinges on the right implementation partner. Tolteca Foodservice chose Vision33. With the largest global team of certified SAP Business One consultants, Vision33 has the expertise to align technology with Tolteca Foodservice’s goals.

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Tolteca Foodservice wants to continue its partnership with Vision33 to leverage SAP Business One’s scalability. “We’re exploring MRP within SAP Business One to take advantage of the purchasing side, which was one reason we moved from QuickBooks”, says Gutierrez. “We want to improve our purchasing forecasts based on sales performance”.





Vision33 transforms business processes and results for customers by delivering value through the promise of technology and its benefits for growing businesses. For over 30 years, Vision33 has helped companies integrate and automate their business processes and applications to better serve their customers, employees, and stakeholders. The technologies may have changed drastically in 30 years, but Vision33's mission has never wavered.

With over 1,000 customers worldwide, Vision33 helps manufacturers, distributors, service firms, and SaaS businesses outperform their competition and lead their industries with successful technology investments.

With nearly 500 employees, Vision33 offers product expertise, business experience, and innovative technology leadership. Whether a global company with 100 subsidiaries or a small business, Vision33 works alongside every customer to meet their goals.

Vision33 also has formal partnerships to resell, implement, and support leading ERP applications, is a leader in cloud deployment, and has developed exclusive products, including Saltbox (saltbox.io) and iDocuments (idocuments.io).

For more information about Vision33, visit www.vision33.co.uk.

Contact your nearest Vision33 sales office to discuss how we can help transform your business.

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