**Cheney Brothers, Inc., Wholesale food distributor,
Riviera Beach, Florida**

Cheney Brothers, Inc. leads the way in the Wholesale Industry with SAP ERP

» Anticipating a breaking point with our existing IT systems, we made the decision to bring in itelligence and SAP. As a true thought leader, itelligence helped us leverage the SAP system based on their many examples with other Wholesale and Distribution companies and more specifically other Food Service providers. A big part of our decision to use SAP was for incentive management, which is a key business area for our business. «

– Joe Haber, chief information officer at Cheney Bros

As a rapidly growing distributor, Cheney Brothers, Inc. (CBI) has been continuously expanding since it was founded in 1925 by adapting processes, facilities, and business strategies to meet the demands of their customers and the industry.

In 2009, anticipating organic growth and with the prospect of two new company acquisitions, CBI saw the need to implement a scalable platform to allow for that continued growth. Even though customer chargebacks and vendor rebates were critical to growing profit, the process was becoming a complicated task. Running on an older platform, employees were entering information manually and systems were not working together in a streamlined integrated way.

CBI knew they needed to enlist the help of a partner that would help them quickly adapt to changing business and market requirements. They also wanted a partner that understood the national food service industry and would ensure they maintained the high level of customer service commitments that have enabled them to become the profitable company they are today. After evaluating several top ERP vendors, SAP and itelligence were chosen because of their combined understanding of the industry, CBI's distribution business, and the ability to provide the best solutions to support the most important processes. CBI was also aware of the investment that national food service companies were making in solutions like SAP and that was a key component to remain competitive.

itelligence
NTT DATA Business Solutions

Cheney Brothers, Inc., Wholesale food distributor, Riviera Beach, Florida

Cheney Brothers, Inc. (CBI) is a growing company based in Riviera Beach, Florida. Now in its fourth generation as a family-owned and operated business, CBI continues to grow organically through both new product introductions and to a lesser extent strategic acquisitions. Since 2000, CBI has achieved many momentous milestones, including opening a new janitorial division, expanding locations and distribution centers and reaching the $1 billion sales mark. Once a milk and egg distributor, CBI is now one of the largest food service distributors in the southern United States.

Name:
Cheney Brothers, Inc.

Headquarters:
Riviera Beach, Florida

Locations:
Ocala, Orlando and
Ft. Lauderdale, Florida

Products / Services:
Wholesale food distributor

Employees:
1,800+

Revenue:
More than one billon

Web site:
www.cheneybrothers.com

The itelligence Difference

As CBI's chosen implementation partner, itelligence helped pinpoint the specific functions that needed to be addressed. In 2010, after the successful implementation of SAP Business Suite software, which was needed to align financial, human capital and operational processes, the next step was to implement a comprehensive SAP ERP platform to streamline complicated chargeback and rebate processes. Through demonstration with other wholesale and distribution (W&D) companies and specifically other food service providers, CBI knew that itelligence was the right partner to bring the company to its next level of growth.

itelligence worked closely with the CBI team to form an equal partnership that was critical through the implementation and overall success. A strong requirement of itelligence was to work within the existing company culture and listen to the needs of the teams to make sure goals were achieved and certain processes were appropriately executed. CBI still had working third-party relationships such as their laptop order entry software that needed to be seamlessly integrated from an SAP perspective. Working within the current culture of the organization, itelligence was able to align new and old processes to make a seamless transition to the new systems and leverage pre-built and tested environments for wholesale distribution.

The implementation took place over a three-year period from project start to go-live date. itelligence continues to provide strategic onsite and offsite support to ensure that CBI's users were initially acclimated with the new processes and to support continued enhancements as business continues to grow.

Outcomes

The highly successful implementation provided CBI with an integrated and sustainable platform to confidently move forward into the company's next chapter. As a result of the project, the company was able to see all logistical processes feeding financial integration into one platform, a process that previously was lacking. Business transactions that once took 24-48 hours to see through complex reporting now happen almost instantly and provide CBI with real-time data, improved reporting processes and the ability to continuously build upon their platform.

With the newly integrated platform came additional benefits and positive impacts on business. CBI now has greater visibility into general processes such as vendor chargebacks and rebates which allows them to instantly track sales and revenue. For example, year-over-year growth increased by about fifteen percent and order processing never skipped a beat throughout the winter season, which is busy for CBI in the South Florida locations.

After a successful implementation, CBI now has plans to add additional mobility solutions and take advantage of new technologies that become available. The new framework gives them the opportunity to flexibly scale and add new solutions to their platform as the business continues to grow.

"Without this implementation, we simply would not have been able to keep up with the pace of business demands with our old IT systems. In fact, since we started this project with itelligence, the size of the business has nearly doubled," said Haber. "This investment has allowed us to be on a world class platform where previously we had a mainframe system and tribal knowledge."