

AN INTERVIEW WITH:

Graham Collins, Operations Manager – Infusion GB Ltd



Infusion GB is one of the UK's leading tea and herbal drink packaging companies. It is a privately-owned business and has been operating since 1985. Current capacity across its many formats is in excess of 1 billion bags a year!

Q: What does Infusion's customer base look like?

A: We supply to an extremely diverse customer base ranging from small start-up companies to independent retailers. We also pack for national and multi-national supermarket chains.

Q: What makes Infusion different to similar companies?

A: We believe our flexibility to meet demand and the ability to cope with our entire customer base, from small volumes to larger runs, sets us apart. Our priority is meeting the customer's needs and ensuring their success.

Q: How has implementing a new ERP system been of benefit to Infusion?

A: SAP Business One has given us the ability to manage our warehouse more effectively and provided us greater control and visibility over our stock allowing us to monitor usage of materials more efficiently.

Q: What were your considerations in choosing a new ERP system?

A: We were looking for a solution that could, not only, be implemented quickly but one that would have the flexibility to be able to grow with us and support our expansion plans. As a minimum, it had to be have fully integrated warehouse management and manufacturing capabilities.

Q: How did you decide on the right ERP partner?

A: We were looking for a partner that had experience supporting process manufacturers in the food industry, one that was focussed on the UK and had many years' proven experience of the product. In Signum Solutions, we found that partner and soon discovered we were more than 'just a customer'.

Q: What's next in the plan for Infusion?

A: We are looking to further develop our use of SAP Business One to potentially include factory automation and as a responsible business, we are always looking for ways to reduce our environmental impact.

Q: How would you describe your relationship with Signum?

A: Good, Signum quickly understood our needs and what we were trying to achieve. They are always on hand when assistance is needed – even out of hours!

Contact Signum Solutions

For more information about how SAP Business One can add benefits to your business, contact Signum Solutions on 01244 676 900 or visit the website: www.signum-solutions.co.uk

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