

BON CHEF

LAFAYETTE, NJ | BONCHEF.COM

Introduction

Bon Chef is a premier manufacturer and distributor of food preparation and presentation equipment. From local restaurants to cruise liners, its products are mainstays anywhere food is commercially prepared and served.

The Challenge

Bon Chef's dated ERP platform was cumbersome to use and increasingly unreliable, and it lacked the visibility and reporting features that the business needed. As a manufacturer, Bon Chef wanted a solution that would integrate seamlessly with its existing assembly-order processes and warehouse management system; instead of its business flexing around a new piece of software, the company wanted something that would flex around its business.

Reliability was also a concern. The power grid around Bon Chef headquarters in Lafayette, NJ, is prone to outages, and interruptions in connectivity between systems often generated inventory miscounts. To keep stock counts accurate, Bon Chef was compelled to reconcile its inventory monthly against journal entries.

Bon Chef Turns to RSM to Find the Best Business Solution

RSM US, a leading consulting service focused on mid-market businesses, has been a trusted Bon Chef partner for years. According to Bon Chef CFO Denise Cosentino, "When we have any kind of system issue, RSM is the first place we turn." From the field of distribution software applications, RSM advised Bon Chef to implement Microsoft Dynamics GP and enhance its capabilities by adding Cavallo's distribution-specific software solution, Cavallo SalesPad.

71%
INCREASE
IN REVENUE



"With RSM and Cavallo, Bon Chef didn't have to modify our business process to work with a software solution. Rather, RSM was able to customize Cavallo to our business needs and significantly increase our visibility and efficiency."

Denise Cosentino, CFO

The Results

By choosing a solution that combined flexibility, ease of use, and reliability, Bon Chef established new processes that led to scalable growth.

Flexibility allowed Bon Chef to continue using its existing warehouse management system — a must-have for its assembly and distribution process. Bon Chef and RSM configured SalesPad and Dynamics GP to complement Bon Chef's existing strengths while enhancing areas for improvement.

Ease of use delivered efficiencies that Bon Chef didn't know it needed. A friendly UI streamlined the entire order-entry process. Automated document emailing freed up hours every day. And increased visibility reduced monitoring the status of orders to a few clicks.

Reliability transformed Bon Chef's relationship with inventory. Since implementing the platform 7 years ago, the company has only had to sync inventory twice — once during the initial software upgrade and once because of a ransomware attack.

Summary

To transform aspirations of growth into tangible results, Bon Chef needed the right distribution solution.



**2.5 HOURS
SAVED EACH DAY**

By following the recommendation of RSM, Bon Chef realized massive time savings, expanded revenue, and clearer operational visibility, ultimately leading to 71% revenue increase.

“We save an hour to an hour and a half per day with automated order acknowledgments, shipping acknowledgments, and invoices — and another hour each day by having all of the data we need tied right to any of those documents.”

Denise Cosentino, CFO