

# CASE STUDY



KLN FAMILY BRANDS AND  
CEDAR BAY'S TRANSACTION  
BUILDER

# THE CHALLENGES >>>



## Where it all began

A third-generation family owned and operated company, KLN Family Brands, is nestled in the heart of Perham, Minnesota. KLN Family Brands is comprised of Tuffy's Pet Foods, owners of NutriSource, Tuffy's Pet Treats, and Kenny's Candy & Confections. Tuffy's Pet Foods proudly produces quality food for our pets, whilst KLN's newest edition Tuffy's Pet Treats manufacturers both canned pet food and semi-moist dog and cat treats. Kenny's Candy & Confections provides something a little sweeter, manufacturing confectionary products, including big brand names like Wiley Wallaby and Sweet Chaos. With fifty years of growth, three generations of family history and national expansion, KLN remain committed to their community roots and hometown values. So, whether you're seeking the best nutrition for your pets, or a sweet or savory snack, the KLN family has got you covered.

## Realising a need for change

Innovation is key in KLN's world and innovation demands quick response times and fast implementation. KLN had leveraged IFS Applications to help improve efficiencies and support their growth, but upon further expansion it soon became clear that KLN was expanding at a rate that could no longer be supported by their current Warehouse Management System (WMS). Their unique set of needs demanded easy customization, but even with minor requests their vendor was unable to react quickly enough to support their requirements and they would wait weeks for quotes, customizations, and changes.

That's where CB Apps and Transaction Builder came in. Having seen the close ties between IFS and Cedar Bay, KLN were confident that our team were able to support exactly what they were after. Giving them the freedom that they wanted, and a product that they needed. The team realised that Transaction Builder brought them the control of building their very own transactions, without the need to wait on a vendor, putting them in the driving seat.

# TRANSACTION BUILDER >>>

## What is Transaction Builder?

Transaction Builder acts as an extension of our Data Capture solution, CB Apps, giving you the ability to tailor it to your needs. You can benefit from introducing non-standard transactions, which are all managed and maintained using your in-house skill set, resulting in a solution that is truly configured to your business needs.

## Making the most out of the benefits

Transaction Builder has enabled KLN to have freedom within IFS: designing the pages as they want, how the transaction flows, with multiple fields, creating unique transactions that they're able to own. They've been able to show their end users that any transaction can be created, with a familiar look and feel, meaning the change hasn't been as daunting and the on-boarding process less challenging. The end-users are able to share their thoughts and ideas around changes to transactions and actually see their needs met, with quick customizations tailored to them. Drew Johnson, Business Applications Manager at KLN, shared his experience with the Cedar Bay solution, "IFS is as complicated, or as simple, as you want to make it. With Cedar Bay it's a nice interface to be able to simplify and streamline everything for our users on the floor."

The main draw to Transaction Builder was the ability to make their WMS exactly how they wanted it, but since implementation KLN have seen further benefits, from supporting innovation throughout the business, through to cost savings and end-user satisfaction. Since moving to the Cedar Bay platform, Nolan Kiphuth, Application Analyst at KLN says that they feel a real sense of ownership, "we're using the Cedar Bay platform, but it feels like our own. The stock transactions are great, and we get to take them and build on them even more."



# WHAT'S NEXT? >>>



## A Transaction: Transaction Builder in Action

95% of KLN's transactions have been built through Transaction Builder, with just 2 out of the box transactions being utilized. They've been able to use inspiration from their old WMS, but change the elements that didn't work for them, forming a solution tailored specifically to their needs. An example of a transaction the team have built in-house, utilizing their in-house skill, supports their online storefront. With bags of goods entering the facility in bags of 8, but sold singularly, the team need to break them down into individual units. With Transaction Builder, they're able to pick, pack, ship and provide all the information the customer requires, in one single transaction.

## What's Next?

Phase 2 of utilising Transaction Builder is already in discussion. The team plans to use signature capture for truck drivers, after normal opening hours, so that the signature process can automatically happen in IFS and land on documentation, without human interaction.

The KLN team are excited to see what more Transaction Builder can do for their business as they continue to grow. Being able to gain a greater sense of ownership and reduce the dependency on a vendor, has allowed KLN to see improvements throughout their business and they are confident that Cedar Bay will be able to continue to support them into the future.



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