

*Press Release*  
**Premier Care**



**Premier Care, with a state-of-the-art manufacturing facility located in Hauppauge, NY, services the premium-quality wet wipes and disposable consumer marketplace.**

As a leading manufacturer within the hygiene industry, Premier Care continues to set the highest standards, along with superior service and unmatched value, allowing them to manufacture some of the world's most recognizable brands.

## **CHALLENGE**

Throughout Premier's production processes, Strong emphasis is placed on the efficiency and compatibility of its manufacturing component. Premier's current

system was unable to process information in an efficient manner and required manual input throughout the entire manufacturing process. Without the timely information, Premier Care was experiencing challenges managing their significant growth in revenue and staff. They were unable to utilize up-to-date information from their existing system, the company encountered several instances of data inaccuracy, slowed production and inconsistencies in final products.

To improve the overall manufacturing processes, Premier Care began to research technology solutions which could be capable of managing production from beginning to end. The criteria guiding this selection process was to find one provider to support the entire plant with an all-in-one solution bringing speed, efficiency and accuracy to processing information as well as improving production flow.

Traditionally, software vendors have provided single-point solutions for each process. With Synergy's solution, the management of all these processes are streamlined with a single, comprehensive solution. Material handling and shop-floor scheduling will be in real-time—a significant improvement as compared to the old system.

## PLAN

They initiated their exploration by reviewing ERPs employees had previous experience with, including SAP and JDE. They also spent substantial time studying many other systems including Global Shop, Epicor and Syspro.

‘Overall responsiveness from the Synergy team as well as VISUAL’s Advanced Scheduling functionality was just simply the most user friendly and easy to navigate tool compared to any other options we considered.’ Mathew Neman, Premier Care.

‘Why did we choose VISUAL? The honest answer is Synergy. Synergy’s proposal was unique in comparison to the any other ERP suppliers. Other vendors were trying to win our business by price, proposing only 15 days implementation and training. It was obvious the Synergy team has a much clearer understanding of the implementation and training process and have mapped out a very defined scope of work that will guide us to a reasonable “Go Live” date with the least disruption to Premier Care.’

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## SOLUTION

In addition to VISUAL’s exceptional performance, Mathew Neman believes that Synergy’s support team has consistently been prompt and accommodating to his team’s needs. He considers Synergy a professional solutions provider with an honest and detailed approach. “Unlike any other solutions provider, the Synergy sales and support teams understood our business and what we were trying to achieve. That knowledge is vital to our business and industry.” With VISUAL, Premier Care expects to reduce inventory significantly, gain better control over costs, enhance production planning and last but not least, improve customer transaction visibility.

‘Not only will Synergy help Improve the overall manufacturing process and allow Premier Care to be more market led and customer driven, they will support us towards our objective of doubling business over the next two years.’