Case Study - Strategy Consulting

Evaluating Enterprise Planning Systems and Implementation Strategy

PHILABUNDANCE

Driving hunger from our communities

Client Profile

Philabundance processes over 30 million pounds of food annually across nine counties, making it the largest food bank in the Philadelphia region. As a member of the Feeding America Food Bank Network, Philabundance participates in a nationwide network of food banks solving hunger and addressing food insecurity.

The Project

Philabundance engaged Fox MC to review its system for collecting and tracking donations in real-time. Through an in-depth analysis of their current systems and the systems of peer food banks, Fox MC recommended a feasible Enterprise Resource Planning (ERP) system for Philabundance.

Research

To start the project, the Fox MC team mapped Philabundance’s business processes to visualize how the organization executes its mission. To do this, the team reviewed internal and external sources, evaluating how Philabundance performs sourcing, ordering, supply chain management, warehousing, fulfillment, and planning. To complement this research, the Fox-MC team also explored numerous ERP systems and proposed a group of the five ERP systems that best fit Philabundance’s needs.

Key Findings

The Fox MC team developed the following insights:

• Donation-only food bank models make planning and forecasting problematic.
• Potential growth is constrained by Legacy information systems, specifically an out-of-date ERP platform.
• Philabundance has the largest IT staff of its peers.

Final Recommendations

The Fox MC team developed a rating scale to assess how well potential ERP systems aligned with Philabundance’s objectives and processes. The team recommended that Philabundance implement one of two platforms, both of which scored high on the rating scale. In addition, the team provided best practices on a smooth implementation process.

The Fox MC team not only provided a detailed analysis of our ERP needs; they also provided an excellent plan to improve our organization’s business processes.”

— David Shipman
Senior Vice President & Chief Information Officer

ERP Rating Scale

0.82  0.81  0.67  0.59  0.44