# Case Study

## Bentley Labs: Warehouse Management and Beyond

Bentley Labs is an Edison, New Jersey-based developer and manufacturer of prestige skincare and hair care products that has been in business since 2002. With over 350 employees company-wide, they became part of the Hut Group in June 2021.

## Valdata software helps multiple departments work smarter and leaner

### The Search for a Solution

A few years back, Bentley Labs started searching for technology to make their warehouse operations run more efficiently. Their primary challenge was inventory inaccuracies. Their processes were manual and involved an inefficient "paper trail" of handwritten notes that were then manually entered into a computer. They knew there had to be a better way.

While researching various options, an industry colleague mentioned Valdata Systems and said he had used Valdata quite successfully at another company. Though Bentley was originally only exploring barcoding tools for their warehouse, with Valdata, they realized they could get the barcoding ability they were seeking PLUS the added value of a full chemical management system.

Michael Marinaro, VP of Manufacturing and Operations, said, *"We had several consideration factors. We were seeking ease of use, affordability, overall functionality, and the ability to 'bolt on' to our existing ERP system. We have used our ERP for over 15 years and didn't want to start from scratch. Valdata checked all the boxes for us."*

Once they decided to move forward with Valdata, they began prepping for the implementation. Over several months, they rolled out a plan to ensure that day-to-day business continued unimpeded and existing customer operations weren't negatively impacted

### Installation and Ongoing Enhancements

The installation of the CMS software went smoothly. And post-install, the Valdata and Bentley teams continued to work together to fine-tune the applications to best fit Bentley's operations and to ensure the system perfectly fit their needs. *"The Valdata team was very helpful during implementation. They were on-site multiple times during the process. And even today they are helping us with additional enhancements,"* Marinaro said.

As the business grows and changes, Bentley & Valdata continue to work together to add features and capabilities to keep up with today's business needs. Marinaro gives an example, *"We are now having the batch record print out showing specific information that we want it to show versus the boiler template that was set up initially."*

### Valdata Software is Used Company-wide

The Valdata software is used across the company. *"Our receiving department uses it for the processing of every raw ingredient that comes into the building. Quality Assurance uses the system to approve the raw materials. Pre-Weigh uses the system to weigh out the ingredients,"* says Marinaro. *"Warehouse uses the system to store the chemicals. We use it in compounding, cleaning and sanitation, and production."*

One important current objective that the software helps with is compliance. *"As an OTC drug manufacturer, there are a lot of requirements we have to follow (i.e. double verification). There are documentation and approval processes as it relates to chain of command to ensure that Quality Assurance has the correct signatures and approves the final release. We're currently working on getting witness steps set up through secured item updates, and we're eliminating some of the manual double verifications, which previously were all done using pen and paper."*

### A Competitive Advantage

Valdata's tools give Bentley a competitive advantage in the marketplace. *"The system is fully digital and we are able to perform vital tasks more efficiently with a lower headcount. The system helps us ensure that we are using the correct chemicals, at the correct weight, and the correct time, correct temperature, it eliminates the guesswork and errors from our employees' performance. I think that's huge."*

*"The system allows us to follow compliance regulations with ease. We are FDA registered, ISO Certified, we're non-GMO, Kosher, organic… Managing these requirements individually is time-consuming, the system eases this process for us."*

In fact, a recent audit for FDA compliance was so successful, company employees received a special perk as a way of saying "thank you."

### The Importance of Data

Like most businesses today, data plays an important role in Bentley's success. *"We rely heavily on data. We pull a large volume of data out of our CMS and merge it with our business intelligence tool for analysis. We analyze run rates to evaluate line efficiencies, cleaning schedules, preventative maintenance, test results. Quality Assurance analyzes color, odor, appearance, Ph, specific gravity, viscosity, micro results, acid results… We are able to analyze it, trend it, we can pull up the audit logs to address any customer complaints or questions. The data being stored in our Valdata CMS is critical to being able to run these analyses and reporting."*

### Looking Ahead

In closing, Marinaro says Bentley is very pleased with the Valdata system and believes there is even more to come. *"I'm learning that the system has even more capabilities than what we are using, and I am thankful that the Valdata team has stayed in touch and showed us new possibilities for utilizing the tool. I have nothing but good things to say about CMS. It helps us with compliance and gives us multiple business efficiencies. I think it's a very beneficial system."*

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To learn more about Valdata and how their diverse offerings of integrated software can help your business, please visit Our Website; or call **888-276-9321.**

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