

Mt. Olive Pickle Company

Sweet. Kosher. Dill. Bread and Butter.

Cubes. Whole. Relish. Sliced. Chips.

Pickles come in a variety of flavors and shapes. Not everyone considers pickles a necessity, but Mt. Olive Pickle Company does.

The Mt. Olive Pickle Company, Inc., located at the Corner of Cucumber and Vine in Mount Olive, NC was originally founded to brine cucumbers to be sold to other pickling firms. When that plan didn't work, 37 local business people came together to establish the company for the purpose of packing and selling its own pickle products. From a modest beginning in 1926, with only a 3,600 sq. ft. building, the Mt. Olive Pickle Company has grown to become the largest independent pickle company in the United States. The company packs over 90 million jars of processed and fresh pack pickles, relishes and peppers annually.



Susan Benson, iMaint User Administrator/Trainer, manages 20 maintenance workers in three shifts. They have been using CMMS software from DPSI for many years. They began with PMC and moved to iMaint in 2003. "Why change? PMC was not meeting all of our needs. We found iMaint to be more user-friendly and the scheduling options more closely met our needs," explained Benson.

The company's facilities now include approximately 675,000 sq. ft. of production, office and warehouse space, with over 1,200 fiberglass and plastic brine vats able to store in excess of 40 million pounds of cucumbers.

14 iMaint terminals are located throughout the plant for main users. "There are an additional five kiosk stations throughout the plant based on line usage. These iMaint stations are located at key points. We have eight lines, but we also have a seasonal business, so not every line is running all the time," explained Benson.

"With a seasonal product, it is important that our production lines have no downtime during the season they are needed. We currently schedule our PMs monthly," said Benson. "At my recent training, I learned about an iMaint feature that we will be implementing shortly. We will schedule some of the equipment for PMs based on hourly meter readings.

"Another change we will be making is logging in fuel rates for forklifts. We currently keep this information in spreadsheets, so I'm excited to be able to track this in iMaint," continued Benson.

Access Available Information with ActiveReports

When Mt. Olive made the move from PMC to iMaint, Benson had to forget all that she had learned about Crystal Reports and learn about ActiveReports. Her first request for a custom report came from the purchasing agent, needing information in the system, but not

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OVERVIEW

Moving from PMC to iMaint proved to be the right step for Mt. Olive, packing over 90 million jars of processed and fresh pack pickles, relishes and peppers annually.

MARKET

Manufacturing

PRODUCTS

iMaint



DPSI Corporate
1801 Stanley Rd. Suite 301
Greensboro, NC 27407
Toll-free: 800-897-7233
Phone: 336-854-7700
Fax: 336-292-9878

<http://www.dpsi.com>

Case Study: Mt. Olive Pickle Company

available on an existing report. She knew how to get started, but she also knew that when she had a question, she could call on DPSI Professional Services trainer. “I had a training class at the end of a User Group Conference to get me started. I always feel comfortable asking questions. The trainer never makes you feel like it’s a dumb question and he knows the system so well that I don’t think you can stump him! I know that’s he’s always had the answer for me,” explained Benson.

Benson is the only person at Mt. Olive trained to create custom reports. “From working with Crystal Reports in PMC, I understood table structures and that is essential for creating accurate reports. That first report took me about an hour to create. With a little practice, and a little help from David Giddens, I can now create reports by moving columns, adding columns, or adding information to existing columns in about 15 minutes. I have also added the company logo to all reports,” stated Benson proudly.

iMaint was initially installed in the purchasing and maintenance departments. The next phase of implementation is beginning and the production department will start using iMaint, so Benson anticipates this year she will be creating more custom reports.

Training Provides Confidence

Benson is confident that she can implement these changes based on the information she gained in her training. Mt. Olive has invested in seven training classes, plus training at the User Group Conference, since moving to iMaint. Three of these training classes have been on-site, where a DPSI Professional Services staff member visited Mt. Olive and worked specifically with their data and their organizational needs.



In order to best share the information Benson gains from DPSI training, she has started an employee training program, has compiled a “How To” manual on using the Web Requestor, and has a training database that allows employees to test new skills with reliable data. Benson illustrated how important training is, “We train superintendents, supervisors, all maintenance mechanics, all stock room attendants and lead operator mechanics inside the production plants.

“My next step is to work on creating a “How To” manual for work order planning/scheduling. This will be for maintenance mechanics and lead operator mechanics. DPSI has created a good product and we’re trying to make it better by using each and every feature available to us,” concluded Benson.

People-Focused Within the Community

Mt. Olive is named for its hometown, a community of less than 5,000 people in eastern North Carolina. The company has about 500 year-round employees and over 800 employees during the busiest part of the intake season each summer. The company has been recognized by the state of North Carolina for its effective safety and health management. Mt. Olive established an Employee Profit Sharing and Savings Plan in 1943 – one of the first in the country. Each April, the community celebrates the NC Pickle Festival and the proceeds benefit local initiatives. Each New Year’s Eve, residents appear at the corner of Cucumber & Vine at 7 pm (midnight Greenwich Mean Time) for the New Year’s Eve Pickle Drop.