

CLIENT

SONOCO
DISPLAY
 AND PACKAGING

INDUSTRY

CPG Packaging & Promotions

SOLUTION

Managed Services

ABOUT

Sonoco Packaging & Promotions is a global provider of consumer packaging, industrial products, protective solutions and display and packaging services. Since 1899, Sonoco has been headquartered in Hartsville, South Carolina, when they were first known as Southern Novelty Company. Today they're a \$5 billion business and one of the industry's leaders in innovative packaging solutions.

We could not be more happy with the support we're getting from CSS.

Everything we've needed has been done quickly to support our short timelines.

CHALLENGES

Sonoco ran a 20-year-old legacy version of JD Edwards WorldSoftware, in programming language that is unfamiliar to most consultants. They were losing their internal resource to retirement and needed a cost-effective way to support their user community, while leveraging more of the software. And moving from an on-site resource to remote, fractional support, like Managed Services, would interfere with timely help when they needed it.

THE CSS APPROACH

Before Sonoco's resource retired, CSS' support consultants worked on site, providing a knowledge transfer and an opportunity for management to meet the Managed Services team. CSS began support before the on-site resource retired, providing a smooth transition for the users. Strong delivery management and weekly cadence calls helped ease the transition as well.

RESULTS

Sonoco's management and user community quickly embraced CSS' Managed Services team. CSS' expertise in JD Edwards and RPG programming allowed Sonoco to complete projects and add functionality to their 15-year-old software solution.



Signed 3-year support contract



Reduced day-to-day support costs by 10%



Reduced overhead costs with no headcount



Saved 33% by using Managed Services