



## Bliss Manufacturing Boosts Efficiency, Positions Itself for Growth with JMAS

Founded in 1900, Bliss Manufacturing Company is a family-owned and operated in-house manufacturer of religious jewelry and associated products. The company operates a 25,000 square foot facility in Pawtucket, Rhode Island and is owned by Frank Bliss Jr., third-generation active owner.

Bliss Manufacturing is known for its custom tool and die making—from design to finished product—coining and specialty premium product manufacturing along with its dedicated staff, skilled craftsmanship, attention to detail, superior customer service, just-in-time inventory, hand engraving.

From its facility in Pawtucket, RI, Bliss manufactures medals, necklaces, rosaries, rosary bracelets, visor clips, lapel pins, earrings, wall crosses and key chains—finished to its client's exacting specifications. The company uses a range of materials, including Karat Gold, Sterling Silver, Gold Filled, Silver Filled, Brass and Pewter.

### 60,000 SKUS and 180,000 Product Configurations

Bliss currently offers over 60,000 SKUs and more than 180,000 product options based on metal type and other characteristics. The company processes in excess of 1,000 orders per week. Approximately half of these orders are single-piece drop-ships with the remaining originating from the company's national network of 750 brick-and-mortar and web-based retailers. Today, about a third of the company's sales are web-based orders.

Bliss had been using an older software system that had become so cumbersome and unwieldy that the company decided to make a switch. Bob Spalding, IT Manager at Bliss said, "We had been able to keep the system running through a series of 'work-arounds' for things like printing labels, but problems with inventory valuations and issues with entering orders were becoming increasingly frustrating."

Their 'just-in-time' inventory wasn't our 'just-in-time inventory,'" Frank Bliss, president of Bliss Manufacturing said. From the first time I suggested that the time was right to make a switch, we had company-wide buy-in."

### "Software Built for An Operation Like Ours"

After performing a painstaking review of several software solutions, Bliss purchased the JMAS Enterprise Resource Planning (ERP) software last June and went live with the system in January 2013. "We looked at many different packages on many different platforms and were amazed at the 'out-of-the-box' basic limitations of these applications. In many cases, I knew within the first few minutes that it wasn't right for us," Spalding said.



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*"With CAI, we have a partner that truly understands our business and is able to consistently point out ways to improve productivity. I truly didn't know what I didn't know (about my business) until I met these good folks."*

**Frank Bliss Jr., President**  
**Bliss Manufacturing Company**



*“Being on the JMAS system for the past six months, we’ve already identified a number of ways that we can improve our production process. We did the math too, and expect the software to more than pay for itself in increased efficiency within the first year.”*



#### **About JMAS**

Designed using the latest information and computing technology, Computer Associates' enterprise jewelry manufacturing application software gives you unprecedented, real-time access to critical business information, so you can control every aspect of each job. From increased efficiency in order processing, inventory control, sales analysis and general ledger to automating purchasing, production scheduling and manufacturing, this comprehensive jewelry business software can be the difference for your bottom line.

To find out more, call 800.422.4782 or visit [www.caisoft.com/jmas](http://www.caisoft.com/jmas).

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“When we first looked at JMAS, it was evident immediately that the software was built for an operation like ours, Spalding added. “ In my head I remember thinking, ‘that’s right, that’s right, that’s right’ over and over. With JMAS, we can enter and process orders twice as fast as with our old system and our bookkeeper has commented more than once how much easier it is to find information.”

#### **A Partnership to Grow By**

Bliss said, “You’re only as good as the people you work with. With CAI, we have a partner that truly understands our business and is able to consistently point out ways to improve productivity. In such a short time, I am amazed at how much the folks at CAI have taught us about the potential of our business. I truly didn’t know what I didn’t know until I met these talented folks.”

Jeannine Dumond-Ferri, office Manager at Bliss said, “There were a few minor inconveniences early on that we were quickly able to work through with some additional training. We are very impressed with the level of personal attention and support from the entire CAI team. “Transitioning to a new software system, even one as intuitive as JMAS, takes some level of patience. We couldn’t ask for a better, more responsive partner.”

#### **Maximize Manufacturing Control and Efficiency**

Bliss and CAI are working to implement JMAS full manufacturing solution as Phase 2 of the project. “Our old software system was lacking in its production capabilities. For example, we couldn’t perform basic tracking of metal and other materials on the shop floor during manufacturing. Being on the JMAS system for the past six months, we’ve already been able to identify a number of ways that we can improve our production process.”

JMAS includes a fully integrated Manufacturing / Job Bag Module that maximizes production efficiency. JMAS’ lets you easily create production work orders replete with a high-resolution image of the finished product, bills of materials (BOM), manufacturing specifications, floor work center routings and optional bar code. Production orders can be printed to a label and affixed to the job bag as it moves through the shop floor, helping improve accuracy.

#### **About Computer Associates, Inc. and JMAS**

With its extensive development and installation experience, CAI is recognized today as trusted advisor to the jewelry industry and a leader in the delivery of high-quality business management software solutions. For more than 30 years, we’ve helped our clients, both domestic and international, successfully manage the unique challenges within the wholesale fine and fashion jewelry manufacturing and distribution industry.

CAI has built our reputation by listening and responding promptly to our clients’ changing business needs. The JMAS Software is continually refined through constant consultation with our clients and experts in the market. This enables our people to roll-out and deploy software and hardware solutions that continue to maximize the business value of the software year after year.

