

## Custom Ingredients Inc. Creates Custom Flavors while Capturing Record Growth with BatchMaster

### Customer

Custom Ingredients, Inc.

### Industry

Custom Flavorings

### Location

San Clemente, CA

### Solution

BatchMaster Enterprise

Focusing on creating custom Flavors for a diverse range of products, [Custom Ingredients, Inc.](#) supplies the Southern California food and nutraceuticals market with high quality flavors. In order to deliver on its primary goals of dependable service, trustworthy relationships and up-to-date regulatory standards, Custom Ingredients relies on [BatchMaster sport & beverage, nutrition bar and supplement manufacturers](#). When the company first started blending flavors, they relied on tools such as Excel to record formulations and inventory, with inventory tracking done manually. Vice President and Co-Owner, Steve Bishop, recognized the need to move to a formula-based manufacturing solution. "I did [Custom Ingredients](#) a great amount of research to d<sup>3</sup>/<sub>4</sub> [Inc.](#) was most focused on improving with BatchMaster. First was the focus of improved Inventory Control and Lot Traceability. "The management of lot traceability has improved dramatically with BatchMaster," [claim](#) Bishop. "We just completed our BRC Audit for GFSI in which part of the audit calls for a real-time traceability exercise. A historical batch card is pulled and several random ingredients are selected where we must trace the lots back to receiving and forward into all batches. The entire lot traceability exercise was completed in under 2 hours, well ahead of the required time. The system we have in place with BatchMaster was so robust, it was easy to show that we have full traceability," stressed Bishop.

