



Carton Service, Inc.

Folding Cartons, Pharmaceutical Packaging
Shelby, Ohio and Norris, Tennessee

» itelligence offers a cost-effective and flexible solution, giving us what we need, when we need it. itelligence's leveraged model gives us access to a resource pool of highly versatile technical skills at an extremely optimal price. «

– Rajeev Nair, director business systems, Carton Service, Inc.

Total Service

With advances in production and image technology, Carton Service's capabilities have expanded from folding cartons to also include pharmaceutical packaging and use of materials that combine strength and appearance such as microflute and Forte™ cartons. Through its SAP solution, Carton Service also has expanded customer service offerings in several key areas, including ordering and shipping, accounting and sourcing.

As the company continued to grow, Carton Service realized its increasing need for knowledgeable, dedicated SAP resources. In late 2007, itelligence was engaged as hosting partner to manage all of Carton Service's SAP support. "We were essentially looking for a partner with comparable ethics and values to host our SAP capabilities," says Rajeev Nair, director of business systems at Carton Service, Inc. "We wanted a company that would go the extra mile for their clients, and we immediately saw that with itelligence. We knew they would be the perfect support partner."



Carton Service, Inc., Mill Products/Pharmaceutical Packaging, Shelby, Ohio

From plain shipping cartons in 1926, to highly customized, product-specific custom packaging solutions today, Carton Service is a pharmaceutical packager with folding carton capabilities dedicated to serving the image-sensitive and quality-oriented marketplace through custom designed packaging. Meeting the needs of this niche of customers has shaped Carton Service's history, and continues to direct the company's resources. Today, this includes manufacturing facilities in Ohio and Tennessee, with a growing international customer base in industries ranging from consumer products to pharmaceuticals.



Industry:
Folding Cartons/
Pharmaceutical Packaging

Locations:
Shelby, Ohio
Norris, Tennessee

Employees:
350

Web Site:
www.cartonservice.com
www.packaginginsights.com

Solution:
Pharmaceutical packaging
solutions; Folding carton
manufacturing

Comprehensive Business Functionality

While managed hosting is not new to Carton Service, itelligence brings refreshing value. Nair says, "They are our IT department, bringing knowledge and support 100 percent of the time and allowing us to focus on what we do best—the business."

itelligence Outsourcing Services help Carton Service focus on strengthening its leadership among folding carton producers and providing attractive, efficient and effective products to customers as their manufacturer of choice.

**itelligence –
Solutions for the Midmarket**

itelligence Outsourcing provides a full complement of services for Carton Services. In this role, itelligence's SAP outsourcing experts provide the following:

- State of the art highly redundant hardware environment
- Reliable, SAS 70 certified data center
- System monitoring and administration
- Real-time access to expert assistance

By entrusting these responsibilities to itelligence, Carton Services can focus on their core business, while itelligence concentrates on all technical SAP aspects.

Continued Support

Carton Service relies on itelligence to handle all of their SAP technical needs and make sure that each challenge receives expert attention. "It's difficult to afford internal consultants, especially when you consider the costs associated with recruiting, retaining and training on-site SAP experts," Nair explains. "itelligence offers a cost-effective and flexible solution, giving us what we need, when we need it. itelligence's leveraged model gives us access to a resource pool of highly versatile technical skills at an extremely optimal price."

itelligence's SAP Global certification, experienced personnel and technical capabilities all began to pay immediate dividends for Carton Service. One of only 12 companies in the world to achieve SAP Global Hosting Partner certification, itelligence enhanced Carton Service's ability to understand the full functionality of their SAP solution, as well as to grasp the basics.

Within two days of transferring technical services, itelligence Outsourcing staff and Carton Service module leaders established a fluid relationship. Today, daily communication and constant feedback keep both partners in tune with how to best capitalize on Carton Service's robust SAP solution.