

Benchmade Knife Company: Precision Manufacturing on Syspro



Customer Profile

Benchmade Knife Company has been making premium quality knives since 1987, earning a loyal customer following drawn to their high-end materials and precision craftsmanship. Every year, Benchmade machines, finishes and hand sharpens 337,000 pounds of steel, laser cut into more than 1 million blades.

The company operates from its manufacturing facility in the United States, serving customers across retail, trade and direct channels.

A system creating drag

Benchmade's legacy software was creating friction across the operation. Inventory tracking was unreliable, leading to stockouts and lost sales. Production schedules were difficult to manage. Order tracking lacked the visibility that finance and operations needed to make fast decisions.

The company evaluated multiple ERP systems. Several looked strong on paper but fell short on manufacturing-specific functionality. Syspro's architecture, built around how manufacturers actually plan, produce and ship, made it the right fit.

Operational outcomes

After go-live, Benchmade cut year-end processing time by 75%. General ledger year-end processes dropped by 85%. These gains did not come from a feature upgrade; they came from replacing a system that was slowing the business down with one built for manufacturing operations.

Syspro now manages Benchmade's inventory, production scheduling and order tracking. The company forecasts demand and plans production with greater accuracy. The manual errors that previously disrupted order fulfillment have dropped.

Through e.Net integration, Syspro provides real-time job processing on the production floor, connecting systems that were previously disconnected.



REGION

United States

KEY CHALLENGE

Unreliable inventory tracking, hard-to-manage production schedules and limited order visibility from legacy software slowing the business down.

KEY BENEFIT

Year-end processing time cut by 75% and general ledger year-end processes reduced by 85% on a system built for manufacturing operations.

INDUSTRY

Metal Fabrication

END USER MARKET

Retail, Trade & Direct

SOLUTION

Syspro 8

Built for what's next

Nearly three decades after implementation, Benchmade continues to run its business on Syspro, taking advantage of new capabilities in every product release.

The manufacturer is now collaborating with Syspro Client Services on workshops focused on optimizing Material Requirements Planning (MRP), scheduling, supply chain and its new B2B custom work. Benchmade also plans to add Syspro's Supply Chain Portal and revamp its retail POS.

"Benchmade has been on a strong growth trajectory and Syspro has kept up with us. I believe strongly that the software itself will not only continue to keep up with us but help me to drive the future forward."

- **Kristine Gittins,**
Executive Vice President, Benchmade Knife Company

From production floor to point of sale

Benchmade also adopted Syspro's Point of Sale (POS) system to fulfill orders, gain visibility into customer transactions and accept cash and credit cards. The system now handles both the retail outlet and trade show operations, providing security features and consistent customer service across channels.

Syspro's ERP and POS run the operation end to end, from production scheduling to retail fulfillment. The platform has scaled with the business through nearly three decades of growth.

"You would be surprised at the level of complexity it takes to make a knife and to create all the different models needed. That's where Syspro has really helped us."

- **Kristine Gittins,**
Executive Vice President, Benchmade Knife Company



Results across the business

Across production, inventory, finance and retail, the gains are measurable:

- 75% reduction in year-end processing time
- 85% decrease in general ledger year-end processes
- Automated year-end close tasks that were previously manual
- Fewer manual entry errors across inventory and order tracking
- Accurate demand forecasting and production scheduling
- Real-time job processing on the production floor via e.Net integration
- Retail and trade show fulfillment through Syspro

75%
Faster
Year-End
Processing



About Syspro

Syspro is built specifically for manufacturing and distribution. Our ERP gives you a modern cloud platform with AI capabilities and decades of industry expertise, designed to keep your operations running efficiently and profitably, while you focus on growth. With Syspro, you can gain real-time supply chain visibility, automate order-to-cash to free working capital and ensure traceability and compliance by design. From family-owned businesses to some of the world's most established manufacturers, our customers have grown with Syspro for decades. With faster time-to-value, local implementation support, and solutions shaped around your industry, you can concentrate on building your business while we help it run smarter and faster.

[Click here](#) to learn more about Syspro's solutions for Metal Fabrication or [contact us on info@syspro.com](mailto:info@syspro.com)

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