

# Greenhead Lobster Saves Time and Money with goNorthScope ERP

Giving the team one system designed for how seafood businesses actually operate.



“goNorthScope has greatly improved this side of our business while at the same time simplifying our processes and reducing the manual effort that was required.”

*Lauren Davis-Jones, Controller*

## Customer Profile

Greenhead Lobster is a family-owned seafood business focused on wild-caught Stonington, Maine lobster. On the docks daily since 1997, Greenhead sources lobster from a fleet of local, independent lobstermen and women. With multiple tank rooms and a state-of-the-art HPP processing facility, the company prioritizes quality, food safety, and strong relationships with its fishermen. Greenhead Lobster is recognized worldwide for the quality of its products.

## The Business Challenge

Before partnering with goNorthScope, Greenhead Lobster relied on a combination of NetSuite, Excel, and manual workarounds to manage buying lobster, selling bait and fuel to fishermen, settling accounts, and analyzing performance across the business.

The team faced a difficult choice. Either continue forcing their operations into software that was not designed for the seafood industry, or invest heavily in custom development to make their existing systems work. Both options introduced risk, complexity, and ongoing cost.

Greenhead needed an ERP solution that could support their real-world workflows without requiring custom code or manual processes. They also needed accurate reporting for regulatory agencies and tools that their team could actually use day to day.



**Customer:** Greenhead Lobster

**Product:** goNorthScope ERP

**Industry:** Seafood

**Business Profile:** Greenhead Lobster is a seafood processor specializing in sourcing, processing, and distributing high-quality lobster products.

**Business Challenge:** Greenhead needed a single system to replace disconnected tools and gain better visibility across inventory, operations, and financials.

**Solution:** Greenhead implemented goNorthScope ERP to unify operations, accounting, and reporting in one integrated, seafood-specific platform.

## The Solution

goNorthScope provided industry-specific functionality designed to support the way seafood processors actually operate.

Instead of relying on workarounds, Greenhead gained out-of-the-box functionality that manages all transactions with fishermen, supports accurate settlements, and provides the analysis tools required to understand performance across the business. The system includes reporting designed specifically for seafood operations and regulatory requirements, without unnecessary features or complexity.

goNorthScope also integrated with Greenhead's legacy accounting system, allowing the business to streamline operations without disrupting existing processes. The result was a system that solved immediate challenges while preventing new ones from emerging as the business evolved.

## The Results

With goNorthScope, Greenhead Lobster simplified processes and reduced the manual effort required to manage fisherman transactions and settlements. The team eliminated the need for custom software development and avoided the long-term costs associated with maintaining heavily customized systems.

Users now access the reports and data they previously had to assemble manually, all within a single system. By using ERP software designed for the seafood industry, Greenhead strengthened relationships with fishermen, improved operational efficiency, and saved both time and money.

## Results

By moving to goNorthScope, Greenhead Lobster simplified operations and reduced the manual effort required to manage fisherman transactions.

Results included:

- Eliminated manual workarounds and unnecessary complexity
- Avoided the cost and risk of custom software development
- Got faster access to reports and operational data in one system
- Improved efficiency across fisherman purchasing and settlements
- Strengthened relationships with fishermen through clearer, more accurate processes



NorthScope is the only **ERP for seafood and agriculture processors** built around the end-user experience. Processors get smoother seasons, personal support, and tools shaped by the people doing the work.



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