

## Case study

### ERP

#### a. Background and objectives

The client had been using an ERP system for a number of years and their business had grown to such an extent that they thought they had outgrown the capabilities of the original software. As a result of the increasing volume and complexity of the company's activities, too much time and effort were being spent controlling its flow of goods.

#### b. What we delivered

Looking beyond the perceived shortcomings of the current ERP software, we reviewed the current business processes. As is often the case, this focus on process before technology led to our being able to suggest, test and implement improved methods of working. These were tested, documented and implemented.

As part of our engagement, we reviewed the interaction between the business requirements and objectives, the processes and the available software. This allowed us to work with the client to make full use of the Master Production Scheduling and the Material Requirement Planning functions of their ERP system.

In addition, we have implemented sales forecasting routines which fed the MPS/MRP functionality.

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**c. Results**

These changes have delivered a much improved stock control and stock turns; a reduced inventory; a reduction on pressure on cash flow; have minimised the time and effort needed to control those activities and - probably most importantly - an improved service to the customer.

We were also able to save the client the cost of replacing their ERP software by helping them to make better use of what they already had.

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