

CASE STUDY

Customer

Earlyrise Baking Co

Need

Increase accuracy and efficiency of delivery processes

Solution

Mobile solutions (NCS) to enhance existing IT systems (GlobalBake)

Outcome

Efficient and robust delivery methodology that saves the bakery time and money



RAISING THE STANDARD OF DELIVERY EFFICIENCY

ABOUT EARLYRISE BAKING CO

Earlyrise Baking Co. is a New South Wales bakery, family owned for four generations. The 95 year old business is committed to serving the community of Dubbo and surrounding regions, by employing locals and encouraging a sustainable business culture. They continue to extend their geographic reach by delivering wholesale product throughout Australia both by using National Distributors and internal drivers.

The bakery is skilled at balancing tradition and innovation, with reliable software used to lay the foundation of Earlyrise's high standard business systems.

Earlyrise have been utilising the bakery management capabilities of the GlobalBake software for many years to help their business run smoothly. However, when it came to delivering baked goods to customers, and track the returns, Earlyrise recognised the potential for an increased standard of service accuracy and efficiency.

Earlyrise took the opportunity to extend GlobalBake's capabilities by utilising mobile technology for delivery drivers, using the complementary services of Numeric Computer Systems (NCS).

OPPORTUNITY FOR HIGH-GRADE DELIVERY SERVICE

Previously, Earlyrise delivery drivers were given a paper run manifest of the orders to load onto their truck from each location in the warehouse. However, this manual process left a lot of room for error and sometimes non completion.

"We had previously experienced too many examples of a few crates or product being left behind, and dockets manually altered not accurately being updated back at the office, which led to dissatisfied customers. This ultimately led to product needing to be written off," says Terry Seton, Projects Manager at Earlyrise.

No stranger to optimising processes with technology solutions, Earlyrise was willing to research their options to increase delivery and docket completion accuracy.

Earlyrise were already using the GlobalBake ERP solution, providing a platform for efficient and well managed operations. As well as various other information technology (IT) solutions, Earlyrise had also started using the warehouse system, Toolbox. With these multiple IT solutions already established at Earlyrise, the mobile system vendor they chose needed to have extensive integration capabilities to bring these systems together.

"Integrating all these systems was critical for the business," says Seton. Information acquired through the multiple platforms needed to be easily accessible to all parties involved in the distribution process to ensure successful bakery product deliveries and recording of customer sales and returns to complete the whole system.

INTEGRATED TECHNOLOGY ENHANCES DELIVERY PROCESSES

Earlyrise implemented NCS mobile devices for their delivery drivers. The robust solution easily integrated with their current systems and Earlyrise were impressed with the level of professionalism and helpfulness from the NCS implementation team. "The NCS consultant created a detailed project specification document to ensure that we all remained aligned throughout the project," says Seton.

With the NCS, GlobalBake and Toolbox systems all working together, Earlyrise soon noticed significant improvements to their order update and delivery update processes.

"We expected time and cost savings in the confirming of deliveries and entering the returns into GlobalBake, but we got far more."

Terry Seton
Projects Manager
Earlyrise

Integrating the three systems proved to be a recipe for success for Earlyrise. The order data is entered into GlobalBake, the orders are then sent to Toolbox for picking and the confirmed pick quantities are matched up with the original orders by NCS.

"We knew we had some picking problems but the NCS solution really allowed us to drill down on the issues and solve them. The drivers can now leave the factory with accurate orders," says Seton.

By eliminating the time-consuming manual processes, the NCS hand held device helps the drivers to deliver the orders quicker. If returns are required they can enter them on the hand held as well. Delivery dockets can then be printed easily from the device upon confirmation of completed supply.

"The NCS hand helds are downloaded back into the GlobalBake system at the end of the Drivers run, and all picking changes from Toolbox, and docket corrections by the drivers are completed automatically, via the NCS interface. This saves lots of data entry time. We can also now track our bread crates and delivery racks into and out of customers. This allows us to collect a lot of unused crates from customers," explains Seton. "Previously, the reconciliation of the runs took some time, or just didn't happen, but now with automated reports we have it done quickly and accurately."

SAVING TIME AND 'DOUGH'

The impact the integration of these systems has had on the business has far exceeded the Earlyrise teams' expectations. "We expected time and cost savings in the confirming of deliveries and entering the returns into GlobalBake, but we got far more," says Seton.

The transition from manual processes to digitally integrated systems has helped the company to capitalise on their resources, reduce errors, increase the visibility of deliveries, and delight their customers.

"The improvement in our delivery accuracy has been remarkable and customer satisfaction has improved accordingly. Data entry in the office after the drivers complete their runs has also significantly decreased. Add to this the crates we can now track and recover, the electronic proof of deliveries, and the payback on the project has been excellent," says Seton.

With a robust, reliable delivery process now in place, Earlyrise Baking will continue to reap the benefits of the combined power of the solutions, adding real value to their bakery business.

As Earlyrise Baking continues to expand by adding new distribution areas into their network, GlobalBake, Toolbox and NCS will continue to help Earlyrise rise to the challenge of maintaining high delivery quality and accurate customer sales records.



ABOUT GLOBALBAKE

GlobalBake is a single tool for sales forecasting and management, managing inventory, manufacturing, product development, customer service and accounting.

Baking companies use GlobalBake software to introduce greater simplicity into their business and enjoy the improved efficiency and enhanced profitability that results. It is used by food manufacturers to gain more control over their business, helping them to manage all aspects of their operations, from inventory, manufacturing, product development to sales forecasting and management, customer service, lot/batch tracking and accounting.

www.globalbake.com



Numeric Computer Systems
SOFTWARE THAT DELIVERS

ABOUT NCS

NCS has focused on the needs of the Fast Moving Consumer Goods markets for over 40 years. Over that time, it has stayed abreast of revolutionary changes in the industry, today offering the eighth generation of their software. The recently launched DSD Assist brand of mobile solutions are Android based and designed to operate in the cloud.

NCS has its Corporate Headquarters in Hauppauge, New York and offices in Dallas, San Francisco, San Juan, Auckland, Jakarta and Sydney.

www.ncssuite.com
www.dsdassist.com