

CASE STUDY

Customer

Grove Fruit Juice

Need

Increase efficiency for sales and administration processes

Solution

DSD Assist mobile solution to enhance existing IT systems

Outcome

Efficient and robust solution that saves the company time and money



SQUEEZING OUT IMPROVED EFFICIENCY

ABOUT GROVE FRUIT JUICE

Grove Fruit Juice are one of the largest Australian family-owned fresh fruit processors in the juice category. With a head office in Brisbane, Grove have been producing naturally healthy, delicious juice since 1969. Starting as a small home delivery fresh juice business, Grove now squeeze about 300,000 fresh oranges and press about 180,000 fresh apples daily. Products are available nationally at supermarkets and convenience stores, and internationally in a number of countries.

Grove Fruit Juice have been using the QAD MFG/Pro ERP system for many years and had been using a proprietary hand held sales and delivery system for more than 10 years. This system had become difficult to support, was poorly integrated with QAD, and had limited functionality to help improve the business processes.

Grove took the opportunity to extend the capabilities of their QAD ERP system by adopting a modern mobile technology solution for their van sales drivers, using the services of Numeric Computer Systems (NCS).

OPPORTUNITY FOR IMPROVED SALES AND DELIVERY SERVICE

The previous hand held system used by Grove only integrated invoices with QAD. Payments, Inventory, Stockcounts, and Restock Orders were all handled manually. This was time consuming for both the drivers and administration staff. Plus the opportunity for error was ever present. Messaging and communications between the field salesmen and the sales manager was manual and time consuming.

“We had hardware problems, inventory accuracy problems and the process consumed a lot of resource. We could not accept payments from customers by credit card. We were simply not engaging with customers or salesmen in the way we wanted, and we were inefficient. In a competitive marketplace something had to change” says Andrew Ross, CEO at Grove Juice.

Grove were familiar with hand held computer technology so were clear on what they were looking for in a replacement system and vendor.

“NCS were a great choice for us. They had many years of experience with businesses like ours, had solutions using the latest Android hardware, and understood the QAD integration process. They also had other functions we could use to help us manage our fridges and distributors that were very appealing” says Michael Day, Route Distribution Manager at Grove.

The outcomes for the project were clear for Grove. Improved communications with salespeople and customers, a reliable system that required little support, and a solution fully integrated with QAD.

INTEGRATED TECHNOLOGY ENHANCES BUSINESS PROCESSES

The robust NCS mobile solution, DSD Assist, together with the Honeywell CT50 hand held and Zebra ZQ520 printer easily integrated with their current QAD system. “The NCS consultant created a detailed project specification document to ensure that we all remained aligned throughout the project, This was especially helpful as the project took more effort than we had originally hoped but the specification kept us all focused on the desired outcomes” says Ross.

Using the webservice functions of QAD’s QXtend integration platform NCS was able to fully integrate all mobile transactions with QAD MFG/Pro. With NCS and QAD systems working together, Grove soon noticed significant improvements. “Even after only a few weeks we could see the reduced administration resources required. As an example, driver restock orders now flow through to the warehouse automatically, and once picked by the warehouse the driver is notified the load is ready for pickup.” says Ross.



The Honeywell CT50 Android terminals have a SIM card installed, GPS and barcode scanners. This means that when a transaction is completed by a salesman in the field the transaction is posted to QAD a few minutes later. “Drivers can now barcode scan the items they are selling or returning, plus we have a template for each customer of the items they usually purchase. Using GPS I can see where each driver is on their route from my phone. The finance team are happy as QAD is kept up to date with the GL accounting completed automatically, and the sales team find the solution easier to use. The difference from where we were to where we are now is like night and day” says Day.

By eliminating the time-consuming manual processes, the NCS solution helps the van salesmen sell and deliver more quickly and efficiently. Finalised invoices are printed quickly to the Zebra printer, and a signature captured from the customer. A PDF of the invoice is archived on the NCS server and can be emailed to the customer head office.

SQUEEZING OUT MORE EFFICIENCY

The impact of fully integrating a modern hand held system from NCS with QAD on the business has far exceeded expectations. “We expected improved system reliability together with time and cost savings, but we got far more” says Ross.

The transition from old systems and manual processes to fully integrated modern systems has helped the company to utilise resources better, reduce errors, increase the visibility of transactions, and delight their customers.

“The business improvement has been remarkable. Manual data entry in the office has significantly decreased. We are looking now to proactively drive our business with better data and solutions. We are now looking to use other NCS solutions for distributors and fridge management to further improve our business processes” says Ross.



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.

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