



IMPROVED
EFFICIENCY IS
MORE THAN
CRUMBS

CASE STUDY

CUSTOMER

Wild Breads

NEED

Increased delivery accuracy and reusable crate tracking

SOLUTION

DSD Assist provided a mobile solution that enhanced the existing Globalbake IT system

OUTCOME

Efficient solution improving accuracy and embraced by drivers

ABOUT WILD BREADS

Wild Breads is a Brisbane-based specialty wholesale bakery that produces high-quality baked goods under the Sol Breads, Nomad Breads and Wild Breads brands.

In 1997 it was difficult to find rustic European-style sourdough loaves in Australia. From this need, Sol Breads was born. Using traditional bread recipes and the finest ingredients, passionate bakers created European-style artisan breads and seasonal baked goods for every occasion.

Today Sol Breads, along with Nomad Breads and Wild Breads make up the Wild Breads family with products available locally and exported internationally. The company use the Globalbake ERP system.

THE PROBLEM

Wildbreads needed a system that addressed business issues relating to the last mile of delivery

The delivery of bread is a complicated task. It happens in the early hours of the morning, seven days a week, meaning delivery systems need to be 'bulletproof'.

Kim Carrigan, CEO of Wildbreads states "We wanted to get accurate delivery times and GPS locations for all our deliveries and an accurate count of crates delivered and crates picked up so we could track our crate usage. We wanted navigation and GPS tracking for our drivers, and we wanted customer service to have access to all this information."

THE SOLUTION

DSD Connect and DSD Delivery were deployed and interfaced with the GlobalBake ERP system, streamlining workflow and producing efficiencies.

To address the last mile delivery requirements of Wild Breads, the DSD Assist products DSD Delivery and DSD Connect were used to create a successful and integrated solution.

- Each night delivery orders are sent to DSD Connect from Globalbake
- From the DSD Connect portal, logistics can move orders between trucks if necessary, with the capacity of each truck monitored to ensure efficient truck utilisation
- DSD Delivery is installed on each driver's ruggedised Android phone
- Drivers use DSD Delivery to confirm the load of each order onto their truck
- Customers are displayed in delivery sequence for the driver on their phone
- As each delivery is made the driver confirms the actual crate and carton count for the delivery. A delivery confirmation is automatically generated and loaded onto the DSD Connect portal for customer service, with the GPS coordinates stored and plotted.
- Creates delivered and picked up are recorded by the driver for each delivery

"The ability to balance loads between trucks using a simple 'drag and drop' screen is really helpful. It lets us plan our runs for the day before the orders are packed and the drivers arrive"

Steve Hewitt, Logistics Supervisor for Wildbreads.

Following the integration of the DSD Assist solution, Wild Breads are now able to run a report showing exactly how many cartons and crates were delivered to each customer and when they were delivered. Food service customers who require a POD signature we can now do this electronically. Trip data is available showing the exact delivery time of each order. And crate balances are available for each customer

THE OUTCOME

Wild Bread drivers love using their new system and would be reluctant to go back to a manual paperwork system ever again

The impact of fully integrating a modern delivery system with Globalbake on the business has been significant.

"Knowing what was delivered and when is huge for us. We now have control & visibility over the last delivery mile. We know where crates are and take action should they not be returned"

Kim Carrigan, CEO of Wildbreads

There are other features of the DSD Assist system Wildbreads are looking to make use of soon including integrating the proof of deliveries with the corporate imaging centre. Additionally, tracking and managing drivers from a supervisors smartphone will further improve customer service.

Improvements in the last mile of delivery are far more than just crumbs to the management, drivers and customers of Wildbreads.



Numeric Computer Systems
SOFTWARE THAT DELIVERS



ABOUT NCS

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

NCS has corporate headquarters in Hauppauge, New York and offices in Dallas, San Francisco, San Juan, Auckland, Jakarta and Sydney.

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