


TRADE SUPPLIES LIMITED


CUSTOMER:
Trade Supplies Limited



INDUSTRY:
Wholesale Trade, Electrical



LOCATION:
Suva, Fiji



PRODUCT:
Sage ERP Accpac and Sage Retail

“In addition to fixing the problems with the existing POS software, we needed a solution that was comprehensive yet simple to use and could deal with remote sites that need to transmit data in multiple directions.”

DAVID JENKINS – TRADE SUPPLIES DIRECTOR

THE SCENARIO

Trade Supplies is an electrical importer and distributor operating in Fiji. Over the past 18 years the company has grown to become the country's leading industrial and electrical supplier, with four locations across Fiji. Trade Supplies works with a wide range of clients in industries ranging from construction to processing, and provides expertise in adapting products to South Pacific conditions.

With a growing business, the company's Point of Sale (POS) solution had become increasingly inadequate and was holding the Company back in daily operations, in providing best customer service and ability to use the latest technology. Stock levels were out of control, with large variances at each stocktake and limited capability to transfer data from POS to the company's accounting solution in a timely manner. Trade Supplies had outgrown the POS system.

THE REQUIREMENT

Problems with the POS solution needed to be sorted out quickly. Employees could not rely on stock data. The solution had to integrate with the company's Sage ERP Accpac system for core IT functions. Accpac had proven both reliable and easy to use, with the company using the Financials and Distribution modules in its Head Office.

An integrated solution was needed, requiring little overhead and support, and could meet the critical requirements of keeping stock under control, managing stock transfers between branches and effectively deal with the stocktake process at a branch level. In addition, the system needed to be robust to work trouble free in remote locations, and with good security.

THE SOLUTION

Enabling was called in to optimise the situation, and the solution suggested was Sage Retail. In addition to its base POS functionality, this product was integrated with Sage ERP Accpac. Each of the company's four branches now uses the Point of Sale, Inter-Branch Transfers, and Stocktake modules of the Sage Retail solution.

“Enabling could see where we were, and where we needed to be - with both the product sets we were using,” says Jenkins. “One of the major limitations of our existing Point of Sale solution was that it made it impossible to upgrade our Sage ERP Accpac system. This was becoming a major problem for us, as there were significant advantages in the newer versions that we wanted to take advantage of, but couldn't.”

ABOUT TRADE SUPPLIES

Trade Supplies Limited is the South Pacific's ultimate electrical, lighting, data and refrigeration supplier for both businesses and consumers. The company represents the world's largest electrical manufacturers, and provides a wide range of products, from electrical and refrigeration equipment to professional service and advice.

In business since 1991, Trade Supplies has grown to become Fiji's leading industrial and electrical supplier, with four locations Fiji-wide (Suva, Lautoka, Nadi and Labasa), and an overseas outlet in Apia, Samoa.

The company has a wealth of market experience and is accustomed to working with a wide range of clients in industries from construction to processing. It also provides expertise on South Pacific climate and conditions that might affect customer purchasing decisions.

ABOUT ENABLING

Enabling is the recognised leader in the provision and support of business management applications throughout Australia and New Zealand, especially in the areas of technical and development expertise, solution design and long-term customer service. With offices in Melbourne, Sydney, Brisbane, Auckland, Wellington and Christchurch, we have both strength in numbers and depth of expertise to support organisations of all sizes and with a multitude of requirements.

ABOUT SAGE

Sage is a global provider of end-to-end business management solutions covering areas including accounting, supply chain, point of sale, EDI, web store, manufacturing, construction, property management, business intelligence, CRM and hosting services. The offering meets the unique requirements of mid-market Australian and New Zealand businesses. Sage's solutions cover a wide range of business disciplines to enhance a customer's competitive edge and provide seamless integration across its internationally recognised and award-winning solutions. In addition, these solutions are designed to be comprehensive, scalable and cost-effective, ensuring that as a customer's business grows or needs change, so do the solutions.

PRODUCT CHOICES

- Sage ERP Accpac
- Sage Retail

The system was implemented in August 2009 and took three weeks to install. A pilot was run with just Head Office running the Sage Retail system, with remote branches still running the old solution. Once all were satisfied that Head Office was working successfully, the new POS was rolled out to the branches. Now, all employees either use or are touched by the solution. There were minor configuration issues to be agreed on, with implementation being smooth and painless.

"Initially we held a two day training and handholding course in our Head Office for our Suva branch only," says Jenkins. "Once this had been completed and our staff were familiar with the product, we rolled it out to the remainder of our branches. We brought everyone to our Head Office and worked through a half day training course, followed by half a day of practical use. They were then sent to their regions with their own PC setups, and ready to go."

Since then, the company has upgraded both its Sage ERP Accpac and Sage Retail applications and stayed current with both these products.

THE RESULTS

Since POS was implemented, Trade Supplies has seen a huge improvement in transactions between branches and Head Office. Variances in stocktakes and stock related issues have virtually disappeared. Productivity and efficiency have been improved throughout the organisation, and these benefits have been more than equalled by a decrease in frustration and time spent at Head Office maintaining the previous POS solution.

Stock deployment across the organisation has improved, with greater efficiency and more effective control. This has led to reduction of overall stock levels, and improved customer satisfaction from having the right part in the right location. Because the stock system is immediately updated and online, each branch can see what the other has. This has improved the relationships between the branches, and also makes it easy to transfer slow moving stock from one location to another where it is needed, rather than buying additional stock.

"Stocktakes that in the past used to produce wild variances no longer do so," says Jenkins. "This has led to not only improved financial and management reporting but the staff have more confidence in the system - knowing that when the system says we have one of something, we really do."

"Enabling understood our needs, could understand our pain and provided a cost effective solution that met all of our requirements," says Jenkins. "They not only helped us to solve our Point of Sale problems but also provided us with a myriad of improvements to our Sage ERP Accpac system. Enabling has proven a skilled resource, in expert Sage ERP Accpac knowledge, and expert knowledge from dealing with the Retail Sector and Point of Sale demands."

THE FUTURE

Since the POS went live, Trade Supplies has requested changes to some of the standard forms and Enabling has been able to assist with this speedily and in a cost effective manner. Success with POS and its integration with Sage ERP Accpac has led the company to extend its valuable IT resources by adding Sage CRM to control its sales process and manage its prospects.

"At present we are going to extend the use of Sage CRM. Apart from this, the Sage ERP Accpac and Sage Retail solution provides all of the functionality that our organisation requires."

DAVID JENKINS – TRADE SUPPLIES DIRECTOR

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