

## At a Glance

### Company

Antalis South Africa (Pty) Ltd

### Industry Sector

Paper, Packaging, Graphics, Logistics, Equipment Maintenance and Repairs

### The Challenge

Track stock items and deliver within 3-4 hours of an order being placed.

Unique reporting requirements

Bandwidth requirements

Fully integrated – no “bolt-ons”

Automated Route Sheets and POD's

### The Solution

Embrace end-to-end ERP Solution

Integrated WMS with automated route sheets and POD's

Integrated Service & Maintenance Contracts

### The Benefits

Reliable and cost-effective bandwidth

100% up-time

Fast transaction input

Consolidated real-time information for on-demand decision making

Ease of customisation to meet unique business requirements

# antalis

## Just ask Antalis



**Antalis Optimizes Embrace for Growth and Competitive Advantage!**

### Embrace enables Antalis to successfully:

- Sell over **80,000** tons of paper per annum
- Process **200,000** invoices per annum
- Make **800** deliveries per day throughout Southern Africa
- Manage a fleet travelling **2 million** kilometres per annum

### The Company

Antalis is one of the largest distributors of traditional printing and digital papers in South Africa and offers a

wide range of digital printing equipment, digital and litho consumables and packaging solutions.

The company provides logistics solutions to a wide range of industries and operates through sales and warehousing operations in all 6 major regions across Southern Africa.

Wiggins Teape, as Antalis was first known, was the first company to implement the Embrace ERP solution, in 1986. ***“Since then we have gone through several system upgrades, with Embrace constantly being enhanced,”*** states Alwyn Miller – IT Director.



***“Each upgrade has resulted in huge jumps in productivity and efficiency! Embrace has grown, evolved and adapted to the ever changing business requirements of Antalis and remained a world class ERP software solution.”***



***“Embrace’s flexibility, user-friendliness and open architecture have directly enhanced Antalis’ ability to grow and remain competitive in a tough economy.”***

***The speed with which we can react to customer demands and market changes has evolved us into a very agile business.”***

Neelesh Kalidas  
Financial Director  
Antalis South Africa (Pty) Ltd

## The Challenge

To address the diverse and unique requirements of the different divisions and sectors within the company, Antalis recognised the need for a scalable, flexible and fully integrated ERP solution. A key requirement was the ability to report separately on the profitability of each segment.

For the large telesales team, really fast transaction input is critical. Salespeople need to check real-time stock status, create quotes and automatically convert these to sales orders, delivery notes and invoices. The system would also need to track all sales per salesperson and calculate commissions. With operations throughout Southern Africa, bandwidth requirements and their associated costs are a significant consideration.

Antalis is Forest Stewardship Council® certified and the ability to provide traceability of the origin and chain of custody of their papers from source to end user is a key requirement.

To meet the Antalis promise of delivering fast, high levels of customer service, system uptime needs to be 100% with full visibility throughout the supply chain.

Antalis has a printer sales and service division, offering warranties and full maintenance contracts. They had no means of managing and measuring the profitability of each contract.

## The Solution

To address these challenges and critical requirements, Antalis implemented the fully integrated Embrace end-to-end ERP Solution.



### Greater efficiencies

The distribution centres in Durban and Cape Town, as well as all branches are running on Embrace, from a central server, based at Head Office in Johannesburg. ***“Today, the software is utilised by 230 concurrent users who apply the full force of all the Embrace modules, including accounting, sales, inventory***

***management, WMS, Supply Chain, Service & Maintenance Contracts, CRM and ODBC solutions, to bring greater efficiencies to Antalis,”*** adds Miller, who particularly lauds the limitless functionality, robustness and reliability of the system. ***“System uptime is 100%!”***

### Cost effective bandwidth

Embrace takes advantage of modern technology, with cost efficient hardware architecture and runs on 64K lines with 128K lines between the branches. Other solutions are bandwidth intensive whereas the Embrace Terminal interface is lean, delivers high network performance and reliability, while keeping bandwidth costs to a minimum.

The integrated Embrace Sales Module gives sales staff instant and easy access to all the information they need when speaking to customers. Sales calls and activities are logged, existing quotes and orders recalled and new quotes entered. Sales staff can view current stock levels, with a breakdown of where the stock is being held and how much is available for their customers. Transaction input in Embrace is really fast, enabling sales people to service customers speedily and efficiently.

### First company in South Africa to embrace a full WMS with RF barcode scanners!

Antalis was the very **first company in South Africa** to implement a ground breaking full **WMS** (warehouse management system) **with RF barcode scanners**, enabling them to accurately keep track of every stock item, speed order turnaround times and meet their promise of a door-to-door delivery within 4 hours of an order being placed.

***“That is correct! Our customer places an order and within 4 hours his goods are delivered to his doorstep! This dedication to fast delivery makes system reliability and accurate order tracking a must,”*** states Miller.





***“Warehouse efficiency and productivity increased and we were even able to do away with our night shift!”***

***Embrace is world class with limitless functionality.***

***The biggest benefit is that we can customise Embrace to meet all our needs and give us our competitive edge!”***

Alwyn Miller

IT Director

Antalis South Africa (Pty) Ltd

### **Increase warehouse productivity**

With a large 20,000 square metre warehouse, stock takes were long, manual and labour intensive.

Embrace enabled Antalis to streamline its warehouse operation and stocktaking procedures. The entire warehouse can be scanned in one morning, as opposed to an entire weekend, which is a huge cost and time-saving benefit. Shrinkage has reduced and is now minimal. Embrace provides full traceability of products and full documentation which is a requirement of FSC® standard.

***“Warehouse efficiency and productivity increased and we were even able to do away with our night shift!”*** continues Miller.



### **Automated route sheets & POD's**

Embrace enables Antalis to create load schedules, delivery manifests, routes and stop sequences, itemising the number of parcels and weight per invoice. The route optimisation and vehicle load balancing helps lower transport costs and increase productivity. The route sheets are used by drivers to obtain signatures for receipt of goods, creating a Proof of Delivery against those items which have been signed for, along with any comments which the customer has written, for future reference.

### **Instant Proof of Delivery Recall**

Proof of delivery or collection and FSC® claims on invoices can be recalled at any time and sent to the customer, complete with signatures captured at the point of delivery. This indisputable proof of delivery has helped reduce customer delivery disputes and returns. Antalis has been able to increase cash flow by reducing time between delivery and invoicing.

### **Manage and measure the profitability of each machine and maintenance contract**

Antalis has an equipment sales, service and repairs division and recently implemented the Embrace Service and Maintenance Contracts Modules to help sell, manage and control their maintenance contracts.

They are now able to track and monitor the profitability of each machine, with all printers and components being tracked by serial number. All parts, warranty work, outwork and labour are recorded against each service job enabling Antalis to accurately measure the profitability of each maintenance contract. In addition, the numerous Embrace query screens have helped the Antalis customer service division to experience a dramatic increase in efficiency.

***“We have been able to reduce returnable equipment losses and gain greater business insight with advanced management reporting capabilities!”*** adds Alwyn Miller - IT Director

### **The Benefits**

#### **Competitive edge**

***“The biggest benefit is that we can customise our Embrace solution to meet all our needs and give us our competitive edge!”***

The ability to customise a standard, off-the-shelf ERP package, without the need for major bespoke programming, is a major benefit. Antalis, along with all ACS-Embrace clients, owns the source code and are able to customise the package themselves. When training or assistance is required, expertise is close at hand, as ACS-Embrace is a local company and “just up the road.”

#### **Superior service and support**

***“Embrace Support is excellent and our account manager has made a huge impact on the business. He has become a well-respected and sought after member of our team, offering thought leadership, advice and overall, adding a lot of value.”***

Alwyn Miller, IT Director



***"ACS-Embrace has been instrumental in assisting us to streamline our business processes and consolidate financial reporting."***

***Embrace provides access to consolidated real-time information for on-demand decision making and has been pivotal in the controls it provides from a financial and ledger point of view."***

Neelesh Kalidas

Financial Director

Antalis South Africa (Pty) Ltd

### **Invaluable to everyday operations**

Antalis are so impressed with their Embrace ERP solution that they are assisting ACS with client visits and welcoming other companies to their Warehouse in Selby to demonstrate how invaluable Embrace is to their everyday operations. ***"Embrace is world class with limitless functionality. Compared to other ERP solutions we looked at, Embrace is extremely user friendly. We are very pleased with the system and the users are happy, having used it for so many years,"*** continues Miller.

### **Return on investment**

Embrace has paid for itself, many times over, in terms of access to real-time information, fast and efficient customer service, labour saving, productivity gains, operational efficiency, growth and profitability.

### **Streamline business processes and consolidate financial reporting**

***"ACS-Embrace has been instrumental in assisting us to streamline our business processes and consolidate financial reporting. Embrace provides access to consolidated real-time information for on-demand decision making and has been pivotal in the controls it provides from a financial and ledger point of view,"*** adds Neelesh Kalidas, Financial Director.

Kalidas further explains that this has assisted Antalis to provide accurate and on-time figures to their local board as well as reporting to their parent company in Paris.

***"Another major benefit to Antalis, is the drill-down capabilities of the ledger and the downloads into Excel,"*** he continues.

### **Increase cash flow**

The streamlined debtors' module gives Antalis the assurance that their client statements will be correct and delivered on time via email or faxing, ensuring prompt payment and increased cash flow.

***"Embrace's flexibility, user-friendliness and open architecture have directly enhanced Antalis' ability to grow and remain competitive in a tough economy."***

***The speed with which we can react to customer demands and market changes has evolved us into a very agile business."***

Neelesh Kalidas, Financial Director



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