

At a Glance Company

Antalis South Africa (Pty) Ltd

Industry Sector

Traditional, Office and Digital Paper for Printing, Sign and Display, Protective Packaging, Logistics, Service & Repairs

The Challenge

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

Unique reporting requirements – consolidated and per division

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

Automated route sheets & POD's

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 thousands of variety of product line items
- Process 200,000 invoices per annum
- Make 800 deliveries per day throughout Southern Africa
- Manage a fleet travelling nearly 2 million kilometres per annum

The Company

Antalis is one of the largest distributors of traditional printing, office and digital papers in the country, as well as a range of printing and finishing solutions, equipment and consumables (inks and plates), Visual Communication media for the Sign and Display Industry, Industrial Packaging supplies and Logistic Solutions.

In addition Antalis provides Logistic Solutions to other industries and operates through sales and warehousing operations in all 6 major regions across Southern Africa, with a significant operation in Botswana.

Antalis South Africa (Pty) Ltd forms part of the Antalis International Group which is fully owned by Sequana, listed on the Premier Marche of the Paris Stock Exchange and operates in 44 countries worldwide.

Wiggins Teape, as Antalis was first known, was the first company to implement the ACS-Embrace ERP system, in 1986. **“Since then we have gone through several system upgrades, with Embrace constantly being enhanced. Each has resulted in huge jumps in productivity and efficiency. Embrace has grown, evolved and adapted to the ever changing business requirements of Antalis and has remained a world class ERP software solution.”** – Alwyn Miller – National IT Manager



The Challenge

There are different, divisions and sectors within the group and Antalis recognised that in order to address and embrace all their unique and diverse requirements they needed a scalable, flexible, fully integrated ERP solution. A key requirement was the ability to report separately on the profitability of each segment.

Antalis has a large telesales team, necessitating really fast transaction input! Salespeople need to be able 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.

Being located throughout Southern Africa, bandwidth requirements and associated costs are a significant consideration.



“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

Antalis is Forest Stewardship Council® certified and therefore has to provide traceability of the origin and chain of custody of their papers from source to end user.

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

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 the 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,”** says Alwyn Miller, National IT Manager, 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 can be logged with ease, existing quotes and orders recalled and new quotes entered. Sales staff can look at the current stock levels in Embrace, with a breakdown to show where the stock is 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 warehouse management system (**WMS**) with **RF barcode scanners**, enabling them to accurately 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

National IT Manager

Antalis South Africa (Pty) Ltd

Increase warehouse productivity and eliminate the night shift

The warehouse is 20,000 square metres large and stock takes were long, manual and labour intensive. Embrace enabled Antalis to streamline its warehouse operation and stocktaking procedures. They are able to scan the whole warehouse in one Saturday morning, as opposed to an entire weekend, which is a huge 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. This 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® claim on invoices can be recalled at any time and emailed, faxed or printed and posted to the customer, complete with signatures captured at the point of delivery. This indisputable proof of delivery has helped to reduce customer delivery disputes and returns. Antalis has been able to increase cash flow by reducing time between delivery and invoicing enabling earlier billing against confirmed deliveries and collections.



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 maintenance contracts. They are now able to track and monitor the profitability of each machine, with individual 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 software's numerous query screens 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!”

Alwyn Miller - National IT Manager



“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

The Benefits

Customisation ensures competitive edge

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

Antalis believes that the ability to customise a standard off-the-shelf 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, with ACS-Embrace being 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, National IT Manager

Invaluable to everyday operations

Antalis are so impressed with their Embrace solution that they are assisting ACS with customer 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

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

Streamline our business processes and consolidate financial reporting

According to Neelesh Kalidas, Financial 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.”***

He 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.

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

Copyright 2011, ACS. All Rights Reserved

This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free nor does it imply fitness for a particular purpose. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.



Associated Computer Solutions
ACS House, 370 Rivonia
Boulevard, Rivonia, 2128
South Africa
PO Box 651872, Benmore
2010, South Africa
Tel +27 11 275 2000
Fax +27 11 275 2233