

*Embrace drives the*



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John Lachenicht  
Chief Operating Officer  
D&A Group

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*“Embrace gives us our difference, our competitive edge and enables us to service our customers better!”*

Willie van Wyk  
Divisional Managing Director  
D&A Power Products

### **The Company**

Since 1952, the D&A Group of Companies have operated as a leading supplier in the Automotive Industry. Operating as Leyland South Africa between 1952 and 1986, when it was the subject of a management buyout and became Associated Automotive Distributors (Pty) Ltd and subsequently D&A Power Products (Pty) Ltd (D&A) in 1999. The company had the agency for Landrover, as well as parts and aftermarket parts. **“That was when we selected ACS as our business partner and implemented Embrace as our business solution. We believe that this partnership has contributed to the growth and success of our business.** Today the group has a staff complement of 420 and a turnover rapidly approaching R1 b. The Embrace MRP 11 (Manufacturing) module was developed with us and was based on our specific requirements. Our business has continued to diversify, grow and evolve, while Embrace software has continued to evolve alongside us to give us the sophistication and customisation capabilities we need to grow our business and meet our ever-changing requirements,” says John Lachenicht, Chief Operating Officer, D&A Group.

D&A has branches and warehouses countrywide. Major franchises within the business currently include: Allison Transmissions; Thelma Retarders; Global Components; AD Master Parts. Operations based in the Cape include: AAD Truck & Bus (Nissan Trucks), a UD Nissan Commercial Vehicle operation with links to three separate workshops; a panel beater in Epping; Nissan passenger cars in Milnerton, MAN Trucks in Port Elizabeth, Kwela Logistics (Pty) Ltd in Cape Town and Johannesburg, and Cabs Car Hire (Pty) nationwide .

### **The Challenge**

**“ACS understands and embraces the key performance factors driving our business,”** adds Willie van Wyk, Divisional Managing Director of D&A Power Products (Pty) Ltd. **“The automotive business industry becomes more complex and demanding every year. Competition is tougher and customer expectations higher. Embrace enables us to meet these expectations.** Another big plus is that the software is flexible, can be customised easily and cost-effectively, without restricting our upgrade path. The ACS-Embrace support staff listen to us and give us what we want, allowing us to use the software the way we want to! **This is what gives us our difference, our competitive edge and enables us to service our customers better.”**

### **The Solution**

D&A recently upgraded to the latest version of Embrace, which included a rewrite of the Workshops Module. **“Wow – This was a quantum leap! We are a Jobbing Shop. Huge volumes go through our workshops. Every vehicle is different. This means there are no standard parts, e.g. a cooling pipe, a cable tie, a bolt, etc. We use bolts in service as well as sales. This makes BOM (Bill of Material) maintenance in MRP labour intensive,”** continued Willie van Wyk.

### **The Benefits**

#### **Increased Operational Efficiency**

**“Upgrading to version 13 with the enhanced Service Module has changed our lives. The whole process is now fully automated,”** added Mariënta Pfänder, Operations Manager of the Allison Division at D&A.



***“ACS understands and Embraces the key performance factors driving our business.”***

***“Our Embrace software solution has paid for itself many times over. We can recommend Embrace as the perfect business solution.”***

Mariënta Pfänder  
Operations Manager  
Allison division

***“The biggest benefit to me is that Embrace is fully integrated, on-line and real-time. This gives me complete visibility throughout the group .....enabling us to make key business decisions quickly.”***

John Lachenicht  
Chief Operating Officer  
D&A Group

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### **Measure Lifetime Profitability per Product**

*“We used to capture all the information for each job manually, onto a spreadsheet and take it to finance for approval, then on completion of the job, the would go back to finance and the job would be invoiced there. Now we can open the job, close the job and invoice immediately. We have taken out an entire step. The system keeps serial numbers so we can track whether the part is under or out of warranty. We then open the job, assign labour, parts and outwork. We can even drill into outwork. **The system keeps a full service history of all our products and gives us the lifetime cost of each product.**”*

*We have a full ‘Bill of Material’ (BOM) set up on the system as a Job/Fault Code for each job. A “regear” job has 74 parts. We used to manually book out each part, per line. Now we book out one Job code. **This saves us hours every day and eliminates errors!** We automate MRP by putting the fault codes into sales.”*

### **Comprehensive Real Time Reporting**

*“The reports from the system are very good and give management useful information. We get a WIP report weekly and can see the breakdown by job and by customer. Management is able to track the full WIP amount and verify it with regular stock counts.*

***We now have less paperwork as well as huge time and cost savings. Our Embrace software solution has paid for itself many times over. We can recommend Embrace as the perfect business solution.”*** - Mariënta Pfänder.

### **Lower Inventory Investment and Boost Sales**

*“The system has helped us to reduce dead stock”, continued Willie van Wyk. “The stock is lying there but under a different part number. The system recognises this and recommends it. Parts ordering has also been simplified and made more efficient. The system gives us suggested orders based on stock availability, lead times, 12 months usage and quantity discounts. We can, at any time, scroll through the order, see what stage it is at and what the current ETA is. This is a volatile business. The system interrogates every item. Even though we have been able to reduce our overall stock holding, we need to ensure that we have stock of every item. We cannot afford to lose a sale.*

### **Enable Critical Business Decision Making**

*We need a good system that gives us the right information, so that we make the right decisions and get it right. Embrace is right for us!”* says Willie van Wyk.

*“The biggest benefit to me”, adds John Lachenicht, “is that Embrace is fully integrated, fully on-line and real-time. This gives me complete visibility throughout the group with access to records, information and reports, timeously. The information is accurate and can be viewed in a format that enables us to make key business decisions quickly.*

*The Embrace software is user-friendly and screens can be customised to suit the requirements across the different divisions, companies and the more than 150 individual users currently working on the system. Because Embrace is a fully integrated end-to-end business solution, we do not have any ‘bolt on’ or extra third party software. **ACS is our one-stop-shop, one supplier, with a leading edge solution. We have been using the ACS-Embrace business solution for 25 years. The solution met our decision criteria then, it meets our decision criteria today and I have no doubt will meet our decision criteria in the future.”** - John Lachenicht , Chief Operating Officer.*

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