



## Embrace Drives Shrinkage Down & Profitability Up to Deliver - Fast Measurable Consistent Growth!



### The Company

Taeuber & Corssen SWA (PTY) Ltd was established in Namibia in 1920, as manufacturers' representatives, providing a complete supply chain service, focused on the Fast Moving Consumer Goods sector and in 2011 was acquired by Bidvest Namibia Limited.

The company currently employs over 400 people and has developed an infrastructure with warehousing, sales, merchandising and distribution capacity to service even the remotest areas of the country. This capability includes perishable, frozen and dry goods storage with distribution facilities located in eight centres throughout Namibia.

T&C's distribution business operates under two main divisions, T&C Trading and Matador Enterprises. Two more companies, namely, CaterPlus and ProTrade Agencies were recently incorporated into the Group.

### The Challenge

The challenge was to find a single, fully integrated ERP system that was flexible and agile enough to cater for all individual needs whilst accommodating growth and changes to the group structure. The companies within the group operate as individual entities, but integrate into a single Head Office, where information for the entire Group is consolidated.

As Group Companies were bought and sold, Warehouses and Depots opened, Embrace moulded to these changing, growing and evolving requirements.

More recent challenges included:

- To automate and streamline information exchange with principals and customers.
- Implement a paperless Warehouse Management System for T&C's Warehouses which all operate very differently, with their own unique systems and physical challenges.
- Upgrade to the latest release of Embrace, implement new modules and take advantage of the latest technological advancements.
- Implement an ERP System in two of the Group Companies within a limited budget and tight timeframe.

*"Our Embrace end-to-end business solution met and continues to meet all these challenges. T & C have been using Embrace for 18 years and in that time, Embrace has adapted to and catered for very different and changing needs."* – Annette de Klerk, Business Analyst - Taeuber & Corssen SWA (PTY) Ltd

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Annette de Klerk  
Business Analyst  
Taeuber & Corssen SWA (PTY) Ltd  
Bidvest Namibia



*“Our stock shrinkage reduced by 74% within the first six months of implementing the Embrace Warehouse Tracking System. This was after our wall-to-wall half year and annual audited count. By June of this year our shrinkage reduced even further!”*

Quinton Mentor  
Distribution Operations Manager  
T&C Trading  
Bidvest Namibia

*“Our Export Distributors were required to download their monthly Sales onto a web portal, to give Management access to live data, for reports. Data received from T&C’s Embrace System was flawless, timely, accurate and in workable formats.”*

Roy Hodgkinson  
Director General Manager  
SA Exports  
SC Johnson

## The Solution and Benefits

T&C have many principals and customers, all of whom require their information submitted to their specification. To achieve this they use Embrace Electronic Data Interchange, which is also used for customer orders (e.g. Shoprite, PnP, WoermannBrock). *“Dealing with high order volumes without increasing staff numbers, we rely heavily on automated processes. Embrace EDI forms an integral part of this. EDI in Embrace is very strong. The orders fly through! We have received compliments from many of our principals and customers,”* continues Annette de Klerk.

*“Our mission is to pioneer cloud-based information solutions in partnership with our clients, to help them measure their performance in the retail markets of Sub-Saharan Africa. Our project required the extraction and analysis of invoice level data from T&C’s ACS-Embrace system, to a specified file format. Data quality was clean, easy to work with and the automation of the extract has reduced turnaround time and resource on a monthly basis. It has been a pleasure to work with the T&C team in conjunction with ACS Embrace.”* -Gavin Mandel - Operations Manager – Data Orbis

Embrace met the challenge of implementing a paperless Warehouse Management System for T&C’s 3 Warehouses and in January 2011, without any paper back-up or picking slips, the first warehouse went live, successfully. Warehouse staff, including the pickers, were involved in the project, which ensured their total buy-in. Scanning made a huge difference and the benefits were immediate. Stock counts which used to take 2.5 days, now take only 4 hours, before checking variances!

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Quinton Mentor, Distribution Operations Manager – T&C Trading.

T&C went live in 3 other smaller warehouses, where additional improvements were noted, including better control and procedures, personnel efficiency and cost savings, especially on stationary, due to the paperless environment.

Following this success, the most challenging WMS implementation was done at National Cold Storage (Matador Enterprises), in August 2012, where different freezers with different temperatures are catered for.

*“Since going live, we have not looked back and keep going forward with great success. Full stock counts are much easier and quicker, while stock is picked faster and more accurately than in the past. In short, the Embrace WMS implementation has increased the warehouse productivity, given us much better control over our stock and reduced shrinkage. The bulk storage has been set up to operate on a FIFO system that has worked really well and our return on investment has been huge!”* Stefan Pretorius - Operations manager – Matador Enterprises.

Last year T&C upgraded to the latest release of Embrace and implemented additional Embrace Modules, throughout the Group. These included the fully integrated CRM, Telesales, Routing, Workflow, Output Management and Cashier modules, all of which are already saving time, saving money, improving efficiency, improving productivity and helping T&C ensure exceptional customer service.



*“It is easy to bring in an temp to pick as limited training is required and they are productive immediately. They simply follow instructions on the scanner.”* — Annette de Klerk



## From Decision to Go Live—in 4 Months

Following the upgrade, there was a requirement to replace existing ERP Systems in two other Group Companies, where changing and growing needs were no longer being met and management did not have access to the necessary information to make informed business decisions. After investigating alternative solutions and finalising the Needs Analysis, there was no doubt that Embrace would be an exact fit – for both companies!

The first, Caterplus Namibia, a Bidvest Namibia Group Company, implemented Embrace within 4 months, on time, in budget! *“When converting from our existing ERP System, the Embrace Project Team and Consultants gave us complete cooperation and we could always rely on their flexibility, efficiency and courteous service to complete the project on time. In 10 months we have already experienced exceptional improvements by taking advantage of the quick, accurate, real-time reporting available in Embrace. We have full visibility of the daily and monthly financial situation of the company, in the format we require and all sales and business related issues can be addressed immediately.”* - Sandra du Toit, Finance Manager – Caterplus Namibia.

## Return on Investment within 6 Months

The following benefits have already been noted:

- The security and levels of authorization that Embrace offers allows for the necessary segregation of duties and keeps an audit trail of all transactions done.
- Being able to drill down further into source documents without having to search for and view the physical document, saves a lot of time.
- The automatic “on hold” of accounts over their credit limit or credit terms has ensured better control of the debtors book and increased cash flow.
- The non-inventory purchase orders, created on Embrace, enables the accrual of costs during that specific month, ensuring that there are no more manual summaries on outstanding manual purchase orders.
- The integrated Shipment module has relieved the time consuming manual calculation and costing of products.
- General Ledger functionality, including Monthly Standard Journals, Accrual Journals and Electronic Budget uploads has ensured accuracy and saved a lot of time.
- All statements and invoices are being emailed directly from Embrace, as opposed to being printed and manually faxed or mailed to customers and suppliers. This equates to enormous time and cost savings.
- The Embrace Cashier System has reduced the debtors' workload, as transactions can be done by the cashier there and then. With the online receipt issuing, all cash receiving is immediately accounted for on the system and the Deposit Slip for the bank is automatically printed.

*“In 10 months we have already experienced exceptional improvements by taking advantage of the quick, accurate, real-time reporting available in Embrace. We have full visibility of the daily and monthly financial situation of the company, in the format we require and all sales and business related issues can be addressed immediately.”*

Sandra du Toit  
Financial Manager  
Caterplus Namibia  
Bidvest Namibia



*"The depth of information contained in Embrace is endless. I have never been unable to meet a request for a report or process to meet particular needs."*

Annette de Klerk  
Business Analyst  
Taeuber & Corssen SWA (PTY) Ltd  
Bidvest Namibia

*"Being able to access the client transactions and extract information ourselves, helps us place more reliance on the information and reduces our interaction with the client staff."*

Manie Slabbert  
Audit Senior  
Deloitte & Touche Namibia

## Critical Information at your Fingertips

Pro Trade joined the Bidvest Namibia Group in March 2013, moved off their existing ERP system and were brought onto Embrace within a month, going live on the 1<sup>st</sup> June 2013, a full month ahead of schedule and the start of their new financial year. *"Because Embrace is so flexible, functionally rich, easy to implement and use, this entire implementation was done in record time. All our needs were met and we went live without any formal training and minimal disruption to our business. Managing the business is a lot easier as we are able to quickly identify and address problem areas."* - Annette de Klerk.

## Embrace New Trading Entities Efficiently and Effortlessly

T&C in SWA currently have 156 concurrent Embrace users on a central server. *"To get something up and running on Embrace is really quick and easy!"* adds Annette de Klerk. *"If Hardware and Data Connections are available, we can add a Depot or Branch and they can start trading within half an hour. It is also really easy to set up and we are able to add new trading entities ourselves."*

*"The depth of information contained in Embrace is endless. I have never been unable to meet a request for a report or process to meet particular needs."* concludes Annette.

## Embrace Enables Auditors to be Self-Sufficient

The auditors were most impressed with how easy it is to use Embrace and access all the information, in the required format, themselves.

*"The entire audit team of Deloitte, involved in the T&C audit, worked on the Embrace system. We had our own workstation, with a unique username, password and read-only access to the system. We found Embrace to be user-friendly and staff did not need much training to work on the system."*

*The Kardex functionality was especially useful when testing the inventory and sales sections. Being able to access the client transactions and extract information ourselves, helps us place more reliance on the information and reduces our interaction with the client staff.*

*Another handy tool is the ability to extract custom made reports, such as a summary of all sales transactions, for the first month after year end, etc. The GL Enquiries pathway was useful in guiding us to the transaction detail while the Embrace drill down function allowed us to make selections for testing."* Manie Slabbert, Audit Senior, Deloitte & Touche, Namibia.



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