



Embrace ERP Drives the AAD Advantage!

“We selected ACS-Embrace as our business partner and implemented Embrace ERP as our business solution. We believe that our partnership with ACS-Embrace has contributed to the growth and success of our business.”

John Lachenicht - Chief Operating Officer - AAD Group of Companies



Embrace enables the AAD Group of Companies to successfully



Industry Sector



The Challenge



The Solution



The Benefits

- ✓ Lower inventory investment and boost sales
- ✓ Reduce time working on administrative tasks by 30%
- ✓ Report on turnover in excess of R1 billion
- ✓ Manage multiple companies and divisions throughout South Africa

- Automotive
- Parts Distribution
- Service & Maintenance

- Complex, demanding and evolving business requirements
- Manage multiple service jobs and service job types
- Maximise automation

- Embrace end-to-end ERP with leading edge service, workshop and warranty management
- Manage complex bills of materials for different types of jobs
- Comprehensive Work in Progress (WIP) tracking

- Increased operational efficiency, eliminated errors and ensure accurate invoicing
- Reduced costs with optimised supply chain, shipping and goods receipt
- Comprehensive real-time reporting to accelerate decision making and planning processes
- Improved customer service

The Company

Since 1952, the AAD 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.

The company had the agency for Land Rover, as well as parts and aftermarket parts. ***“That was when we selected ACS-Embrace as our business partner and implemented Embrace ERP as our business solution. We believe that this partnership has contributed to the growth and success of our business,”*** states John Lachenicht, Chief Operating Officer, AAD Group of Companies.

Today the group has a staff complement of 420 and a turnover rapidly approaching R1b. The Embrace Manufacturing module was developed with AAD and was based on their specific requirements. ***“Our business has continued to diversify, grow and evolve, while Embrace ERP 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,”*** adds Lachenicht.

AAD Group 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-Embrace understands and embraces the key performance factors driving our business,” adds Willie van Wyk, Divisional Managing Director. ***“The automotive business industry becomes more complex and demanding every year. Competition is tougher and customer expectations higher. Embrace ERP enables us to meet these expectations.”***

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The ACS-Embrace team listens to us and delivers 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.

Willie van Wyk – Divisional Managing Director - AAD Group of Companies

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Another big plus, he adds, is that the software is flexible, can be customised easily and cost-effectively, without restricting their upgrade path.

“The ACS-Embrace Team,” adds Van Wyk, ***“listens to us and delivers 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

A fully integrated, single, real-time system that has grown and evolved with the company.

Over the years the AAD Group has leveraged the benefits of the latest versions of Embrace. One such upgrade included a rewrite of the Service & Workshops Module. **“Wow – This was a quantum leap!”** exclaims Van Wyk.

He explains they are a jobbing shop and that huge volumes go through their workshops. Every vehicle is different, which means that there are no standard parts, e.g. a cooling pipe, a cable tie, a bolt, etc. Bolts are used in service as well as sales, which makes Bill Of Material (BOM) maintenance in manufacturing labour intensive.”

The Benefits

Increased Operational Efficiency

“Upgrading to Embrace 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.

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We now have less paperwork as well as huge time and cost savings.

Our Embrace ERP software solution has paid for itself many times over.

Mariënta Pfänder - Operations Manager - Allison Division

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Measure Lifetime Profitability per Product

Pfänder explains how they used to capture all the information for each job manually, into a spreadsheet and take it to finance for approval. Then, on completion of the job, they would go back to finance and the job would be invoiced there. Now they can open the job, close the job and invoice immediately. This has removed an entire step from the process and saved a lot of time.

Embrace keeps serial numbers enabling them to track whether the part is under or out of warranty. They are able to open the job, assign labour, parts and outwork and even drill down into the details of all outwork.



“The system keeps a full service history of all our products and gives us the lifetime cost of each product,” adds Pfänder.

She further explains how they have a complete Bill of Material (BOM) set up on the system as a Job or Fault Code for each job. One “regear” job has as many as 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!”**

Comprehensive Real Time Reporting

The reports from the system are comprehensive and provide management with useful information. The weekly WIP (Work in Progress) report gives a detailed 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,” continues Van Wyk. He explains that 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 provides suggested orders based on stock availability, lead times, 12 months usage and quantity discounts. They 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," adds Van Wyk, explaining that Embrace interrogates every item. Even though they have been able to reduce their overall stock holding, they still need to ensure that there is stock of every item, as they cannot afford to lose a sale.

"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!" states Van Wyk.

Enable Critical Business Decision Making

"The biggest benefit to me", adds 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."*

Lachenicht further explains that the Embrace ERP system 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, they do not have any 'bolt on' or extra third party software.

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We have been using the Embrace ERP business solution for more than 30 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 - AAD Group of Companies

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"ACS-Embrace is our one-stop-shop, our one supplier, with a leading edge solution. We have been using the Embrace ERP business solution for more than 30 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.

