



## A competent crew drives “Total Customer Support” at MAN Automotive South Africa

When comparing ERP Business Solutions, the most compelling difference is the company behind the software. And that is the difference. ACS-Embrace delivers!

Ian Wallis - Group IT Manager - MAN Truck SA



Embrace enables MAN Truck SA to successfully



Industry Sector



The Challenge



The Solution



The Benefits

- ✓ Manage a stockholding in excess of R18 million
- ✓ Supply 30 000 different line items to a Dealer network throughout Africa
- ✓ Deliver on their promise of “Total Customer Support”
- ✓ Manage multiple companies, branches and privately owned dealerships

- Automotive
- Manufacturing, Assembly, Sales, Parts, Service & Maintenance

- Diverse and constantly evolving requirements
- Implement a single system that could give real-time visibility and provide a common view of all 18 companies, branches and privately owned dealerships
- ERP Solution must be user-friendly, easy to implement & maintain

- Embrace end-to-end ERP Solution, with integrated Inventory, Manufacturing, Sales, Service & Maintenance Contracts.
- ERP system integration with oil dispensing & labour clocking systems
- Maintain a full service history for the lifetime of each vehicle sold

- Embrace ERP enhances the way MAN sells and services vehicles
- Embrace meets industry specific and specialist requirements to ensure competitive advantage
- Local, available and consistently delivers as promised

## The Company

EMBRACE has been assisting MAN Automotive (South Africa) deliver on its promise of “Total Customer Support” since 1997, by providing a seamless view of the entire group of companies, seamless stock control and customer support through the very latest in ERP technology.

MAN Automotive (S.A.) (Pty) Ltd, a wholly-owned subsidiary of MAN Truck & Bus AG in Germany, is a leading manufacturer of medium, heavy and extra-heavy trucks, as well as commuter buses and luxury coaches.

The South African operation has its headquarters in Modderfontein, as well as an assembly plant in Pinetown, a bus and coach manufacturing facility in Olifantsfontein, central parts depot in Isando, used commercial vehicle operation in Centurion and a widespread national sales, service and parts dealer network, all driven by Embrace ERP. The company currently holds second position in the heavy truck market and is the leading supplier of buses for passenger transport in the country.

## The Challenge

*“Our requirements are diverse and constantly evolving. We implemented Embrace Financials and Manufacturing at our Head Office over 15 years ago. Specialist Automotive Industry systems were implemented at the branches in 2002. We continued along this path for the next 3 years. The problem was that everything had to then be consolidated onto one system, which meant that we were*

*doing everything twice. This was time consuming and caused costly mistakes. We realised that we needed to change paths,”* explains Ian Wallis, Group IT Manager at MAN Automotive SA.

In 2004, MAN employed the services of an independent consultant and together re-assessed what they had, versus their requirements.

The software had to offer a good value proposition; it had to be scalable to cater for anticipated growth; stable and flexible to meet MAN's evolving requirements; user-friendly, and easy to implement and maintain. Based on this assessment, analysis and subsequent investigation, the decision was taken to standardise on Embrace ERP throughout MAN SA.

**“The most compelling difference is the company behind the software. Embrace ERP has an excellent, competent crew. And that's the difference – ACS-Embrace delivers!”**

Ian Wallis - Group IT Manager- Man Truck SA

*“Embrace includes all the specialist modules for our industry,”* continues Wallis. *“Added to that, all the modules are fully integrated, online and real time, giving us full visibility and a common view of all 18 of our companies, branches and privately owned dealerships.*



*When comparing and evaluating possible ERP Business Solutions, the most compelling difference is the company behind the software. ACS-Embrace has an excellent, competent crew and we have a good relationship with them. They have been supportive of us and are always willing to help when there is a new requirement. Other companies we have dealt with have not always been as ready to meet our needs. They have made promises but often not delivered. And that is the difference. ACS-Embrace delivers!”* states Wallis.

## The Solution

When the decision was taken to implement Embrace ERP in all the branches and private dealers, there was a lot of resistance. It is human nature to resist change. However, it did not take long before they realised all the benefits, embraced change and today they say, **“We love our Embrace System. We have more financial control, more stock control and more control of the business.”** In general, MAN Dealers have found the Embrace System to be robust, methodical and a professional way of working.

MAN has adapted the Embrace system over the years and together with ACS has worked on a number of different aspects and evolved with them.

The Embrace Service and Workshop Module is used for servicing vehicles. This module includes an interface with the Oil Dispensing System, namely Oilpro. This interface controls the amount of oil dispensed to a job and has helped to eliminate shrinkage.

Embrace also interfaces with the labour clocking system which is used by employees to clock themselves onto service jobs. The clocking system runs in real time, which allows the individual performance of each employee in the workshop to be monitored. MAN is able to track and charge labour against every job. Idle time is also managed.

Loading and Planning were also implemented to improve the service level in the workshops.

The parts warehouse has a stockholding of R188-million and supplies 33,000 line items to a Dealer network of 26 in South Africa and a further 11 in neighbouring African countries. The parts operation forms an important part of MAN’s ‘total customer support’ philosophy and an emergency service ensures that parts can be delivered anywhere in South Africa within 24-hours. Embrace ERP gives us full visibility into group stock, wherever it may be, including consignment stock. Dealers can source from head office or a dealer closer to them.



The Embrace Deal Management Module is used for proposals, quoting, managing and maintaining vehicle sales. MAN has full visibility into all the detail relating to the deal, including the deal vehicle, customer and finance house. This integrates back into the Service and Maintenance Contracts modules for after sales service and maintenance of the deal vehicle.

## The Benefits

**“Embrace enhances the way we sell and service vehicles. It helps us to ensure our philosophy of “Total Customer Satisfaction”,** adds Wallis.

Embrace “Workflow” was implemented to streamline MAN’s operations even further. This helped ensure compliance with corporate governance, speed up the approvals process and eliminate the need for signed pieces of paper.

**“ Embrace ERP enhances the way we sell and service vehicles. It helps us to ensure our philosophy of “Total Customer Satisfaction.**

Ian Wallis - Group IT Manager - MAN Truck SA

MAN implemented the Embrace Maintenance Contracts Module in November 2011, and almost immediately realised significant benefits. They are able to manage and measure the profitability of each contract. This module has streamlined the process and made their lives easier.

They do not need to use cumbersome Excel spread sheets anymore and then capture and process the information again. They do things only once and at last have a way of systematically invoicing utilisation accounts.

Embrace keeps the “Full Service History” for the lifetime of each and every vehicle sold. Every authorised MAN workshop has a clear view of this information. Customers can service their vehicle at any MAN dealer, anywhere in Southern Africa.

With Embrace MAN SA has one system covering all the activities and different types of activities within the entire company. They have 2 different types of assembly Plants:

**Bus Bodies** - which move from station to station. There are 1,000's of different parts linked to these stations. MAN receives only the chassis and has to put in floors, lights, seats, carpets, along with everything else that is required. Embrace ERP is used extensively to manage and control this process.

**Trucks** - which move to a different station every 20 minutes. The Truck Assembly Plant receives a Kit from Germany, called a “Truck in a Box”. This goes through the line. Local parts and other items required are added to this Kit. A BOM (Bill of Material) is used for gross requirements and JIT (Just In Time) ordering.

Embrace Manufacturing (MRP) is used extensively to manage and control this process. Parts are purchased locally and overseas. Embrace Shipping is used for importing goods. It provides full costing and taking the exchange rate into account, gives the actual landed cost.

Embrace ERP has proven to be cost-effective to license, implement and run. MAN has 405 user licenses but in fact have 900 registered users. This is because the license is based on the number of concurrent users.

*“ACS-Embrace responds to new challenges well,”* adds Wallis. The Embrace CRM Module was adapted to meet MAN's industry specific requirements.

Embrace has evolved into an all-encompassing solution to meet specialist requirements but all these have been fully integrated into the package, ensuring MAN Automotive SA's competitive advantage.

*Embrace ERP is suitable for our increasingly complex and diverse environment. Embrace and the ACS crew have been consistently efficient in assisting us in achieving our business objectives of total customer satisfaction, improving our customers' transport efficiency and offering them a comprehensive program for reducing their total cost of ownership”,* concludes Ian Wallis.

“ *Embrace ERP has evolved into an all-encompassing solution to meet specialist requirements. All of these have been fully integrated into the package, ensuring our competitive advantage!* ”

Ian Wallis - Group IT Manager- Man Truck SA

