BELTING SUPPLY SERVICES BEP Bestobell
a member of the Hudaco group



Belting Supply Services streamlines Operations and Enhances Efficiencies with Embrace ERP .

"Accurate forecasting has enabled us to reduce our working capital, while ensuring we have the right stock at the right time."

Mark Knight - Financial Director - Belting Supply Services

Embrace Delivers Quantifiable Benefits to Belting Supply Services

- ✓ **Manage** over 5,000 different line items
- ✓ **Process** over 120,000 invoices per annum
- ✓ **Deliver** superior service to over 4,000 active customers
- ✓ **Realise** a 30% improvement in productivity

Industry Sector

- Power Transmission | Engineering Consumables
- Conveyor Belting | Instrumentation | Valves

The Challenge

- Manage procurement and supplier lead times
- Traceability and visibility of service jobs and work in progress
- Produce accurate financial reports as per tight deadlines

The Solution

- Embrace integrated, end-to-end real-time ERP Solution
- Integrated service jobs and work in progress (WIP) management
- Sophisticated and comprehensive reporting tools

The Benefits

- Streamline and automate processes
- Reduce working capital with accurate forecasting and procurement
- Improve operational efficiency
- Deliver superior customer service

Why Embrace?

- Local solution, local support and local industry expertise
- Flexible and leverages the latest technologies
- Delivers an exact fit for all business requirements

011 275 2000 | info@embrace.co.za | embrace.co.za

ACS House, 370 Rivonia Boulevard North, Rivonia, South Africa

acs embrace software solutions

The Company

Belting Supply Services is a member of the Hudaco group and was established in 1963, based in City Deep Johannesburg, with 9 branches countrywide. They offer their customers an effective service and supply of the widest range of top quality international brands of conveyor and transmission belting, industrial hose, instrumentation, sealing and valves for every type of industry.
They provide customers with technical support and a comprehensive after hour service.

The company's biggest product range is in the conveyor belting field, where it leads the market in the light-duty polyvinylchloride (PVC) belting range.

The company offers a 24/7 belt splicing service, as well as the fitting of mechanical fasteners, sidewalls and cleats on site. This service assists in keeping their large customers running with minimal downtime. Some of their customers include National Brands, The De Beers Group, Tiger Brands and Lafarge. The company also conducts plant surveys, assists with trouble shooting and provides custom solutions.

The company provides custom-cut and joined conveyor belting to a wide range of industries. The ERP system would need to facilitate and control this. Depending on complexity, these jobs can take anywhere from 4 days to 4 weeks to complete.

The Challenge

With more than 10,000 orders filled per month, Belting Supply Services needed a fully integrated ERP solution that would provide full visibility into the entire business. Most importantly, all the modules needed to integrate to the general ledger, which was not available in their previous system.

> *"The greatest challenge to us is managing our huge and diverse product range and to ensure that our customers get exactly what they need, exactly when they need it."*
>
> **Grant Webster**
>
> **Product Manager - Belting Supply Services**

Management need to produce and submit accurate reports to Head Office, on time, as per tight deadlines, and to achieve this needed access to reliable, real-time information throughout the business.

"The greatest challenge to us is managing our huge and diverse product range and to ensure that our customers get exactly what they need, exactly when they need it," explains Grant Webster, Product Manager, Belting Supply Services.



Another challenge was the need to streamline and automate all business processes, have the ability to create and receive all orders through the system and track and optimise inventory.

"The ERP system needs to process, track and report on sales, inventory, margins and turnover. Being able to take customer orders, confirm stock availability, manage bills of materials, custom jobs and deliver to our customers within tight timeframes is crucial to the success of our business," adds Webster.

The company provides custom-cut and joined conveyor belting to a wide range of industries. The ERP system would need to facilitate and control this. Depending on complexity, these jobs can take anywhere from 4 days to 4 weeks to complete.

The Solution

Embrace – Fully Integrated, End-to-End ERP Solution

Belting Supply Services implemented the fully integrated, real-time, end-to-end Embrace ERP solution, with an 85 concurrent user licence and use the full suite of Financial modules as well as Sales, Distribution Requirements Planning, Inventory, Procurement, Shipping, Kitting, Assembly, Service, Reporting and CRM.

The Embrace solution has helped provide business stability and acted as a catalyst for driving change in some key areas of the business through improved information flow, better practices, greater discipline and more effective control.

> ***"By streamlining and automating our forecasting, procurement, production and service processes, Embrace has enabled us to maintain our competitive edge as well as deliver superior service to our customers."***
>
> Mark Knight
>
> Financial Director - Belting Supply services

The company's partnership with ACS-Embrace began in 2004 and the solution has continued to grow and evolve to meet their growing and changing needs.



System uptime is close to 100% and the level of service and support received from ACS-Embrace has been fast and efficient, with the team always ready to assist wherever necessary.

New versions of the system have been implemented as soon as they become available and the company prides itself on being on the latest version of Embrace. There are always many enhancements, new features and technologies that they benefit from.

"We believe it's important to always upgrade to the latest version of Embrace. This allows us to leverage the latest technologies and innovations, keep our business processes up-to-date and realise the many different business benefits," explains Mark Knight, Financial Director, Belting Supply Services.

Superior Order Management and Customer Service

Belting Supply Services offers an array of conveyor belts with diverse specifications. These are custom-cut and joined to meet different plant or customer requirements, and for this reason every order requires a unique bill of material (BOM).

Embrace Service Jobs and Work in Progress (WIP) have been adapted to meet their very specific needs. This was a major requirement as the company is committed to meeting tight delivery deadlines and delivering superior customer service.

When an order is received, Embrace creates a BOM based on the width and length of the finished product specified on the order, and then allocates the belting, glue and labour to the job.

All costs are correctly allocated and rolled up into the finished product. Embrace provides real-time visibility into work in progress as well as finished goods.

Orders are placed on Embrace from all 9 branches, and while branches carry limited stock, they are able to meet most standard off-the-shelf orders. Custom conveyor belt orders are cut and joined at the Johannesburg Head Office and then delivered to the branches as an inter branch transfer (IBT). All IBTs are managed in Embrace. The system provides full visibility of what stock is at each branch, what's in transit and what has been received.

Forecasting and Procurement

Belting Supply Services purchases products both locally and from overseas, but more so from overseas. All suppliers, alternative suppliers, prices and their lead times are maintained in Embrace. The system also tracks and manages landed costs, ensuring an accurate cost per imported stock item.

Embrace provides full traceability and visibility into every item ordered and sold. Sales can be monitored by customer and by product.

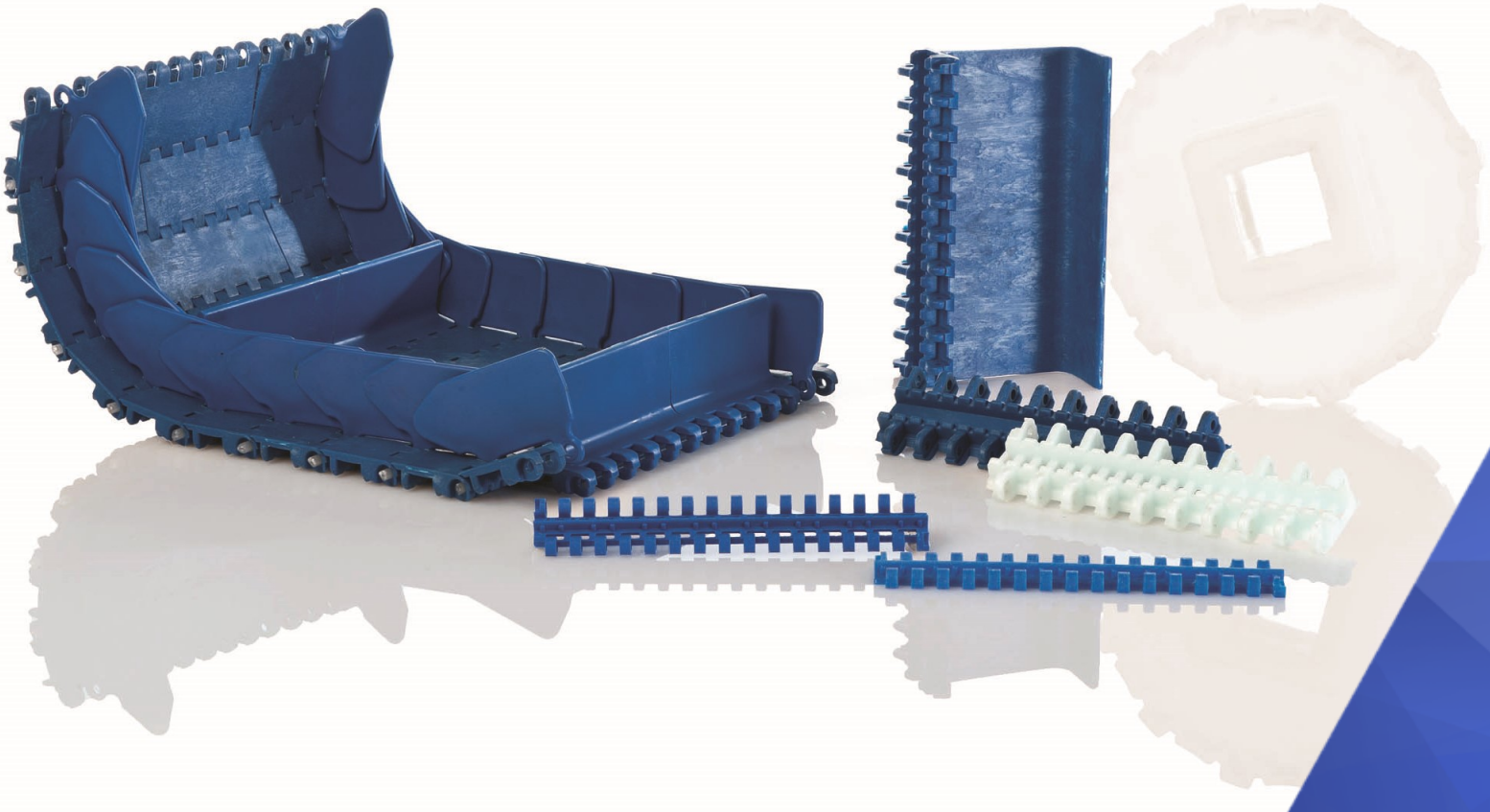
Based on what was sold and what they expect to sell, the company carries 6 months' worth of stock. Their stock turnover rate is high and they are rarely left with excess or obsolete stock.

"***Accurate forecasting has enabled us to reduce our working capital, while ensuring we have the right stock at the right time,"*** adds Knight

> ***"Another huge benefit is that users can access Embrace remotely and work from home, which was a lifesaver during lockdown."***
>
> Mary Jones - IT Manager - Belting Supply Services

Embrace archives and allows access to sales transactions and information from previous periods. Users can determine trends, look at historical demand and identify any anomalies. The system generates suggested orders based on this information as well as the minimum and maximum levels specified.

"We use Embrace Forecasting, DRP and Auto Procurement to ensure ordering is correct and that the stock arrives in good time. Stock optimisation and visibility have helped us to ensure that we can meet customer demands," explains Knight.



The Benefits

Minimal System Management

"One of the biggest benefits is that Embrace takes care of itself. System Housekeeping is quick and easy. I can fix and resize files in no time and only need to do this once or twice a year," explains Mary Jones, IT Manager, Belting Supply Services.

Jones also loves the automated day-end and month-end and explains how she can start it at a set time and then it just runs. The system also provides at-a-glance tracking of the whole process from start to finish. All reports can be output to CSV or printed to PDF and emailed, reducing stationery costs and saving hours of time.

System Backups have also been automated. They run to schedule and are automatically backed up to the cloud, ensuring complete peace of mind. No onsite intervention is needed and there is no risk of human errors.

Ease of Use

"Another huge benefit is that users can access Embrace remotely and work from home, which was a lifesaver during lockdown," adds Jones.

Ease of use, explains Webster, is another big benefit. Embrace is intuitive and has the same look and feel across all modules. There are also numerous shortcuts throughout the system; for example, type in the first 3 characters of a customer name, product or product type and Embrace retrieves all the relevant ones for you to choose from, which reduces errors and saves a lot of time.

> *"Embrace enables us to strike the right balance between inventory, receivables and supplier credit."*
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> Mark Knight
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> Financial Director - Belting Supply services

Embrace Fast, Accurate Financial Reporting

"One of the biggest benefits is that all the modules are fully integrated and that everything integrates into the General Ledger – That's Huge! From procurement through sales, inventory, work in progress and shipping, the information feeds through seamlessly to the General Ledger making accounting easier and faster," states Knight.



"Embrace reports are comprehensive, easy to access and meet all our reporting requirements. They have enabled us to effectively control and manage the business," continues Knight. They are able to easily customise or download any report directly into Excel.

"Month-end is really fast," continues Knight. ***"We create Monthly Financial Reports and Statements and these, along with cash flow reports, are submitted to Head Office, in the format required, within 5 days."***

Another key benefit is that management has real-time visibility throughout the system, with the ability to drill down quickly and easily into the underlying transactions to establish exactly what is happening. The information is detailed and accurate, enabling informed mission-critical business decisions to be made quickly and with confidence.

"Embrace enables us to strike the right balance between inventory, receivables and supplier credit. With full visibility into every aspect of our business, we can take corrective action immediately to ensure we meet our objectives." states Knight.

Return on Investment

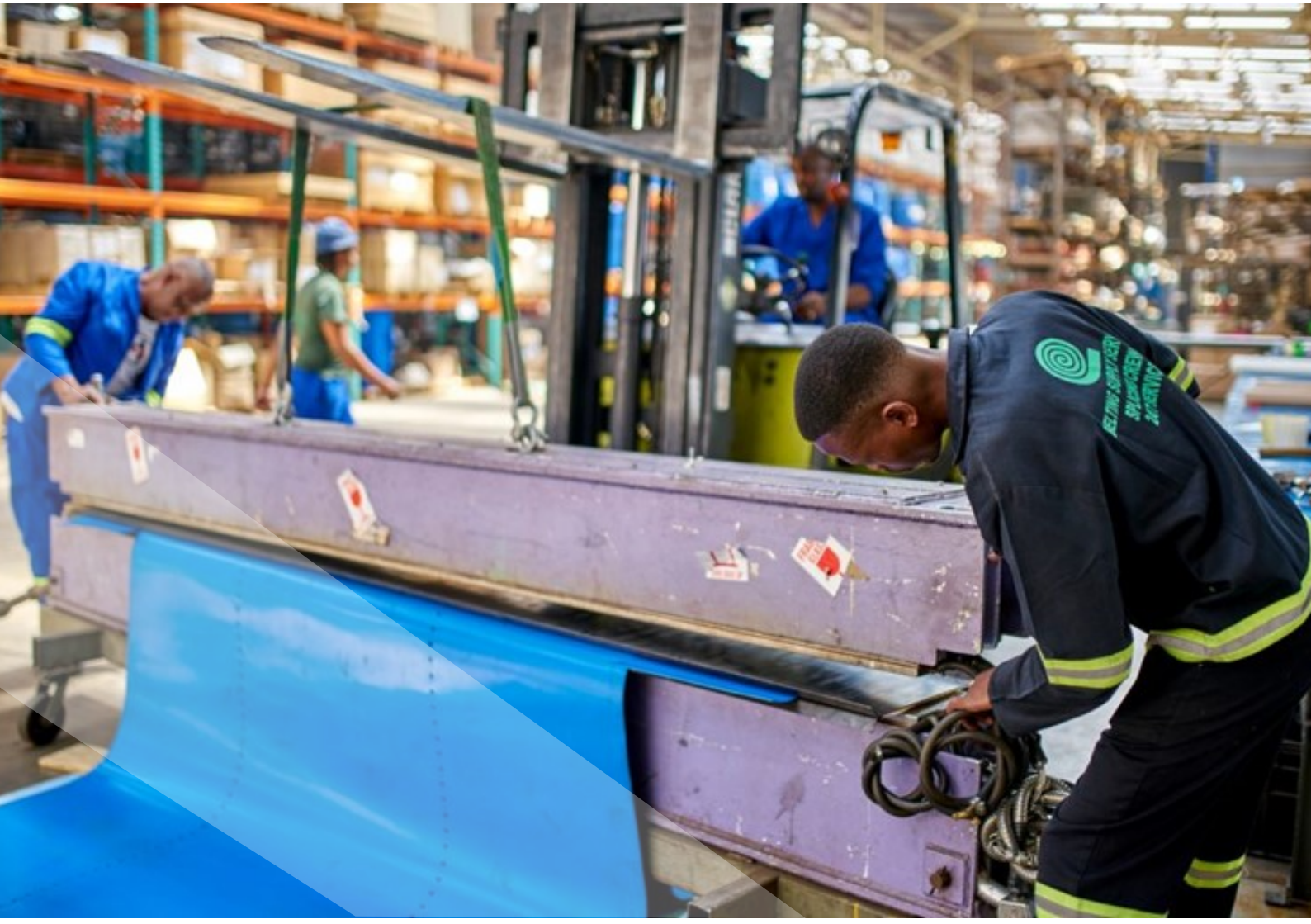
"Embrace has delivered a significant return on investment, year on year. With technology changing all the time, Embrace has kept up which means we have kept up," adds Knight, explaining how they have taken advantage of the new technology with each upgrade.

"Operational efficiency has improved by 30% across sales, logistics, shipping and especially financials," continues Knight.

Overall, Embrace has helped the company to effectively manage procurement and inventory, improve production efficiency, tighten delivery schedules, meet service requirements and increase profits.

"By streamlining and automating our forecasting, procurement, production and service processes, Embrace has enabled us to maintain our competitive edge as well as deliver superior service to our customers," concludes Knight.

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