Embrace Case Study | Automotive | Northern Diesel Injection

BOSCH
Diesel Service

NORTHERN
DIESEL INJECTION
DIESEL FUEL INJECTION SPECIALISTS



"Embrace makes us take responsibility. Embrace gives control and ownership. It forces people to change their bad habits, to stop the short cuts."

Leslie Jacobs - Business Owner - Northern Diesel Injection

Embrace Delivers Quantifiable Benefits to Northern Diesel Injection

- ✓ **Greater** ability to turn data into information for decision making
- ✓ **Enhanced** reliability of customer delivery
- ✓ **Significantly** less time for material costing
- ✓ **Increased** visibility into finished product and component details

Industry Sectors

- Automotive | Mining | Agricultural
- Workshop servicing: Yellow Equipment | Plant Equipment | Capital Equipment
- Diesel Pump | Injectors Services | Maintenance

The Challenge

- Reached the ceiling of four separate systems.
- Existing Financial system instability, crashes and bugs.
- Inflexible.
- Unable to get reports.
- Unable to see profitability per Division or per Job easily.
- Time wasted on duplications.
- Can't see WIP or made customer promises.

The Solution

- One system replacing four.
- Embrace ERP with full visibility into the workshop,
- By Job, Technician, or Customer name.
- Full serial numbers and warranty management.
- Transparency into the business.
- Increased profitability.

The Benefits

- Next level reporting.
- Seeing GP% by Division & Job card.
- Real time information.
- Notifications of bottlenecks.
- Increased customer service & professionalism.

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acs embrace
ERP Software

The Company

Northern Diesel Injection is South Africa's pre-eminent diesel injection systems repair specialist. We have been providing timeous and cost-effective solutions to a demanding client base in the automotive, mining and agricultural sector for the last 40 years. We repair all makes of diesel injection pumps, injectors and governors, and we provide a range of solutions for diesel injection-related problems both on and off-site.

The Challenge

Our customer base lose money if their plant stands due to failed fuel systems. The adage "time is money" is what defines the earthmoving business! Hence, when our customers need their job done, they need it done now! With our existing systems, we had reached their limitations and we just couldn't see all of the information in one place anymore and it impacted our customer service. There was no real time information and we didn't have visibility into our workshop work in progress, or see the service histories on units coming in for repair. We had outgrown our systems.

The start

"We started our search for a new Enterprise Resource Planning (ERP) system because we had four systems to run the business. Each software system was doing specific tasks helping us to run our Diesel Pump and Injector Workshop. Eventually the improvement and control stopped and we reached the ceiling. It became increasingly difficult to manage the business and get the right reporting and to understand the numbers and focus on the right areas. This was separate to multiple bugs and system instability, which often required reboots and users to recapture work done that was now lost. We needed to change. As a business owner, I was scared of change and the disruption it would cause to the business.

I needed to make sure that I got the right solution for our business and to work with a company that understood our business and our needs. I involved my Management Team and together we saw multiple demos of Embrace and were excited by the new possibilities that would be available to us." - Mr. Leslie Jacobs, Owner of Northern Diesel Injection.

The ACS Implementation Team & process

Financial Consultant Heidemarie von Fintel, CA(SA) said: "Our journey of understanding the business has been amazing! The ACS Implementation Business Analyst interviews in the Needs Analysis process really helped us understand the processes of the business. Getting to the simplicity of it was a difficult process. The best and most frightening part of moving to Embrace was changing. We knew that we had to start from a clean slate, with more clearly defined processes and systems in place.

They were previously concepts, but now they are a reality. Embrace has helped us refine what people's jobs are, to make it better! We now win the battles one at a time. Things that were previously not being done, are now being done. Embrace enables it to be enforced and now we can see increased efficiencies. We could not possibly have made this change without the ACS implementation team. They are highly experienced, professional, extremely patient and do not miss a thing. Every possible eventuality was covered."

User friendly and easy to use

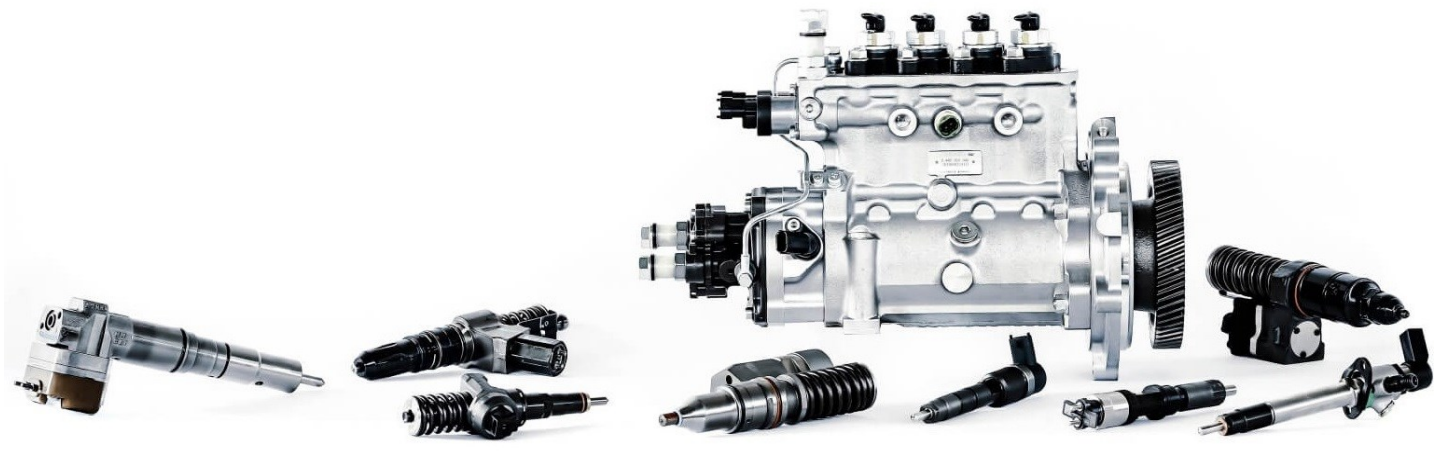
"The Embrace interface is a game-changer, and the system is incredibly stable; in fact, we have not had one instability issue since implementation. The speed of the system is consistently fast. It just works! The system is stable. Our previous system required us to reset the server a few times per day and waste time. This got messier with loadshedding. We have no hassles with Embrace." – Pino Janse Van Vuuren, Injectors Manager.

Immediate savings

Embrace has immediately impacted our bottom line through helping us manage our customers and business better. In our first month, we got our first set of Divisional Reports out of Embrace. I made a call to close an unprofitable Division, that had too much labour overhead and not enough demand. I chose to rather outsource that requirement when and if needed, instead of having the overheads. We have now saved energy, time and frustration and money too.

We're a relationship business

Our customer base is 90% returning customers. Embrace provides incredible control over account customers, cash customers and most importantly, visibility of previous jobs, and work done.



Embrace has now given us higher levels of cash in the bank because these are now being followed up and paid timeously.

With Embrace our Banking is also reconciled faster. Now we have easier account management and payment allocation.

"We love the visibility that Embrace gives us into our Workshop. We can now see where a job is in the workshop, which Technician is working on it as well as when it will be ready for collection or delivery."
- Mr. Leslie Jacobs, Owner of Northern Diesel Injection.

We used to spend a lot of time looking for things

Looking for lost invoices is faster and easier. Embrace is one system to look after the whole business, with a powerful cross reference functionality, which finds information quickly. We can now find things by OEM, customer, telephone number, job number or serial number or just an element of that number. Embrace finds it and presents it to us. We now spend less time searching for things being busy and more time being productive. We're also not stuck searching in the filing cabinets anymore because we can attach everything to the jobs, or customers and find it in the system.

Embrace gives us more control and accountability

Leslie Jacobs, Managing Director says: "I have more traceability and control. This adds significant value. This is because someone has to take responsibility. Embrace gives control and ownership. It forces people to change their bad habits, to stop the short cuts. Our memories can't be relied upon to add this part or labour charge or change to the job card later.

This leads to hundreds of thousands of Rands being lost across our jobs in a year. At the end of year, no-one can remember the reasons for doing things outside of the system, and without a paper trail or follow up reminders in place. Whilst the staff have good intentions at the time, without the right systems and controls in place like Embrace, that can capture all of the details, or force a procedure to be done; then the business loses money unnecessarily.

In Embrace it's much more difficult to manipulate the system. It's more controlled and provides traceability of who did what when. Sometimes our staff say, "No, I didn't do that!" But in actual fact, they find out that they did. You can't short cut Embrace. You have to follow procedures."

Heidemarie added, "I can now pull a list of reports on jobs and provide it to people to focus their attention better, which increases productivity and forces people to clean up their own mess. Now they can just do it, and see what needs to be done because the information is presented so well.

As the Financial Consultant I am now doing more. This is because there are different things to focus on, which previously as a business we were unaware of."



Visibility

We love the visibility that Embrace gives us into our Workshop. We can now see where a job is in the workshop, which Technician is working on it and when it will be ready for collection or delivery. Everything is visible and we get email notifications of bottlenecks so that we can proactively manage the situation and improve our output, customer service and control.

"The jobs are going out faster, but the pace has slowed down because we're not trying to rush everything and duplicate things. Embrace gives us real time information, which means that the right things get actioned faster."
- Pino Janse Van Vuuren, Injection Manager.

Reporting & increased transparency

With our previous system, we couldn't factor in the labour, and we were using four systems to run the business. There wasn't time to do more work in Excel and it was always difficult tracking labour accurately. The true costs weren't being taken into account. Now, with Embrace, all of the job costs are captured accurately and the real gross profit percentage per job can be seen. It's a game changer for us. Now that we can see the GP it has allowed us to focus on a few places in the business where we can save money. Embrace let's you see the true picture.

We can now put a finger on everything with Embrace. I didn't know who the key performer was previously, I suspected that it was someone else. Now I can see the number of jobs being done per Technician and manage their KPIs effortlessly. Because of this, we are now seeing how we can reroute some jobs to some more idle Technicians who have more capacity. This obviously will have a good impact on our ability to streamline jobs, increase output and get a higher return on investment from our labour pool.

"Embrace's reporting is next level! We're using maybe 30% of the available reporting in the system and it's amazing! Embrace's strength is its ability to manage the complexity. With Embrace we now have accurate reporting."
- Mr. Leslie Jacobs, Owner of Northern Diesel Injection.

Increased professionalism, productivity & profitability

Leslie Jacobs, Managing Director says: "The Embrace invoice and quote format is neat and professional, and very accurate. It's lifted the level of professionalism for us.

Pino added: "Quoting is more accurate now. Our customer information is more accurate. Our rework work has decreased with Embrace." Leslie then continued, saying: "Our Technicians can now see the number of jobs that they've done in a month and it's 100% accurate. Now we can push more work to increase the productivity of lower producing Technicians. Gut feel is replaced by facts. There's now no argument from the Technicians or disagreement, it's replaced with facts!"

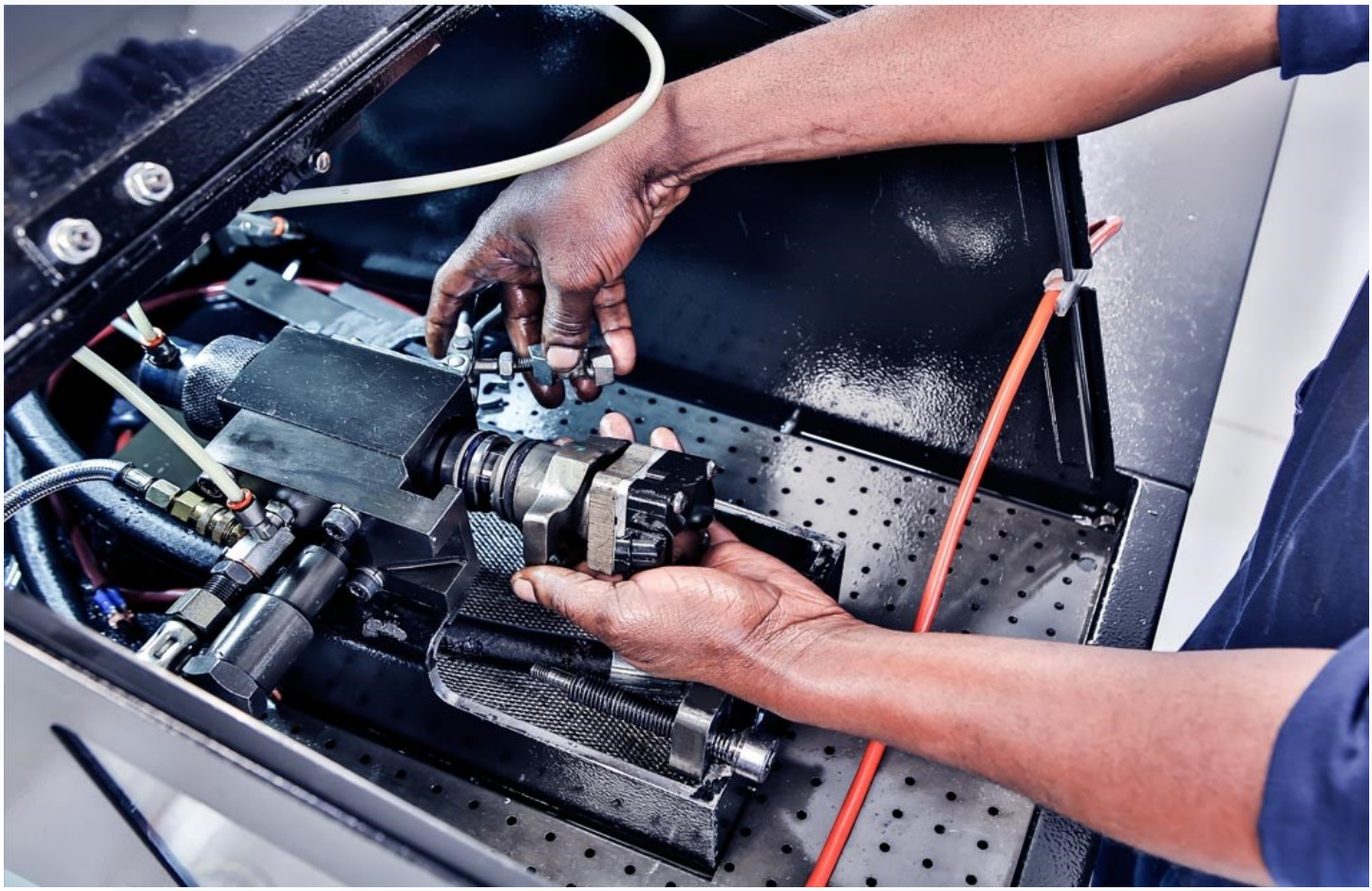
We now have Embrace email us and alert us of bottlenecks where a job is taking more time than that type of job should take.

We can now play detective and see where the problems are and correct them.

Each and every part of the business process has had a huge improvement. Through the audit traceability of user name, time and date stamp, we can see which stage a person was in and for how long. This has increased the productivity of the Workshop and increased our customer service.

With more accurate and comprehensive quotes and invoices, we are more profitable because we are no longer losing un-invoiced parts or labour revenue on jobs.

"I am now glad to say that Embrace and the ACS Implementation team has delivered. Embrace does what we bought it to do, we can now provide higher levels of customer service and we are happy!"
- Mr. Leslie Jacobs, Owner of Northern Diesel Injection.



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