eBECS

Some of the challenges we face in the supply chain:

- Improving efficiency, accuracy, responsiveness, and traceability between the call centre process and warehouse systems

- Expanding product mix proliferation to support a more diversified customer base that requires even more processing variations and packaging options

- Improving timing of production and deliveries (often within a limited window)

- Ensuring accurate traceability to source and track for regulatory reporting, inventory control, recall management, and food safety

- Strengthening connectivity and real-time visibility from ingredient sourcing to customers

"Within six months, the combination of the new solution and effective promotions has increased orders by 50% to 2,200 a day, without increasing staff.

Our average truck takes out £3,000 worth of goods, thus making our distribution centre capable of handling an extra £31 million worth of business a year using the same resources."

Mushtaque Ahmed,
Senior Business Operations Manager,
JJ Food Service

Specialists in the food service sector

Needs and demands of retailers, food service operators and consumers are changing rapidly and becoming more complex. Some demands are long-term - such as continual pressure to lower prices, stricter health and safety requirements, and more detailed labelling. Others are short-term - such as seasonal fluctuations, and the requirement for current popular flavours or niches.

The rapid pace of change presents a number of major challenges to the food service industry. For example, many organisations are not maximising the potential of IT to increase flexibility and reduce costs and lead times for core business processes. The potential for business improvement includes:

- Reduced call times with customers through efficient ordering processes

- Increased upsell and cross sell opportunities

- Integration of the extended supply chain for improved communications

Such organisations rarely contemplate a major rethink of their solutions approach or provider. When they do, they overlook Microsoft as an ERP solution provider even though they are often using Microsoft Windows-based servers for many front office systems. This is because they are not fully aware of the benefits that Microsoft solutions such as Dynamics AX and CRM, SharePoint, BizTalk or Infopath can bring to their business.

Improving business performance

Food and beverage manufacturers need to sense and respond more quickly to the changing needs of customers and altered market circumstances, and implement technology to facilitate improved collaboration and execution with partners.

Business leaders need up to date facts, figures, trends and information at their fingertips as things happen to be able to see what's really going on within their business. To be effective and make the right decisions, they need real-time information on customer service, inventory, availability and manufacturing status.

Call centre management

eBECS was chosen by several of its clients for its specialist experience in the food service sector and its ability to understand call centre technology, and then to integrate it fully with Microsoft Dynamics AX.

This means that users have a single integrated solution that seamlessly links call centre operations, web ordering, customer relationship management and Enterprise Resource Planning (ERP) processes together.

Microsoft Dynamics helps enable organisations to:

- Use familiar Microsoft desktop tools to easily and efficiently access real-time inventory, work-in-process, sales, purchasing, and financial information across multiple locations and companies

- Rapidly and accurately track and trace by batch - from ingredient origin to customer shelves - in the event of a recall or problem

- Utilise data from the entire supply chain to make accurate promises and keep the customer informed

- Implement an adaptable and flexible solution that recognises each organisation is different and shapes itself around the needs of the users

- Easily deliver data required to make timely and accurate decisions

- Measure and deliver industry- and customer-specific KPIs

- Integrate EDI and bar-coding seamlessly into the business applications.

Lean Enterprise

Lean solutions for Microsoft Dynamics AX can help organisations implement, energise and sustain lean initiatives by delivering the tools and information support needed to streamline processes, reduce waste, enable demand-pull operations and promote continuous improvement.

Commitment for the long term

Microsoft has a long-term road map for Dynamics that businesses can depend upon and place their trust for long-term commitment and investment.

Microsoft has acquired deep industry functionality on a single, standard platform that makes it easier to implement, maintain and upgrade Microsoft Dynamics AX industry software, resulting in significantly lower total cost of ownership.

eBECS' enviable client base has been built upon the powerful combination of eBECS' and Microsoft's industry knowledge, which has resulted in several clients adopting an end-to-end Microsoft solution.

eBECS continues to make a significant investment in Microsoft Dynamics AX and, for example, a number of its clients have adopted the Microsoft Dynamics AX standard Lean Manufacturing functionality - which was originally written by eBECS and later acquired by Microsoft.

eBECS has also created additional Dynamics AX modules that drive greater efficiencies and cost savings for manufacturing and distribution businesses.

"We strive to deliver the highest level of customer service by reacting quickly to changes in customer demand. We believe this solution from eBECS Ltd is vital for our future growth and we are confident it will create immediate benefits for both Friars Pride Ltd and our customers."

Rebecca Lord, Managing Director, Friars Pride Limited

"The speed of delivery was impressive, allowing us minimum business disruption. We expected a significantly more complex and involved project, but in reality the technology within Microsoft Dynamics AX allowed us to upgrade with ease. We have not had to rewrite customisations; just tweak and upgrade existing software."

Matthew Showering, Managing Director, Brothers' Drinks

eBECS is a specialist in the design and delivery of solutions for **manufacturing**, **distribution** and the extended **supply chain**.

eBECS delivers world class Lean and agile business solutions using Microsoft Dynamics AX and Dynamics CRM. Its solutions streamline and integrate processes, minimise waste, optimise the supply chain and manage demand-driven operations. eBECS is a global company with a personal touch and takes enormous pride in its ability to reference a large client base.

eBECS has also joined forces with Microsoft to establish the 'Lean Centre of Excellence', which serves as a collaborative facility for organisations looking to utilise the Lean capabilities within Microsoft Dynamics.

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Partner

Microsoft Dynamics

eBECS

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