



ELITE
BUSINESS SERVICES LTD



“ Dimensions has allowed us to be much more professional in the way we respond to our customers. We can offer them much more information about their orders, this means happy customers! ”

Peter Wilford

General Manager Advanced Construction Systems - E.H. Smith

Case Study - EH Smith

Building success with Elite Business Services

company profile

Industry

Distribution, providing materials for the construction industry

About EH Smith

E.H. Smith is one of the UK's leading independent suppliers of construction materials to both trade and D.I.Y markets. Founded in 1922 they initially started their reputation for speedy and reliable deliveries by horse and cart! Today they have 9 branches in the Midlands and South East where they are able to offer customers a tailor made service ensuring they have the supplies they need when they need them.

Turnover

£96 Million

Solution

Access Dimensions

Number of Users

30

Number of Employees

600

Key Modules

- Core Ledgers
- Bill of Materials/Multi-Level Assemblies
- Executive Desktop Business Intelligence
- Office Integration
- Purchase Order Processing
- Price Matrix
- Sales Order Processing and Invoicing
- Stock Control
- Sub-Analysis/Multi-Locations
- Works Orders

For further information on EH Smith, please visit their website: www.ehsmith.co.uk





Why a Change Was Needed

Leading builders merchant, E.H. Smith pride themselves on offering a fast, reliable and accurate service to their customers. With a wide range of stock from masonry through to timber, tools and landscaping E.H. Smith aim to be the one stop shop for both the trade professional and DIY markets.

Managing such a wide and varied stock and ensuring high levels of customer service were maintained was proving a challenge for the existing I.T systems at the E.H. Smith branch in Leicester. Peter Wilford, General Manager of Advanced Construction Systems explains, "We were using a combination of a company developed system and Excel spreadsheets, but as the business grew we found that this really wasn't adequate."

Not only did the existing system require high levels of manual input but there was virtually no reporting capability and only a manual system for works order processing. With such restrictions threatening to impact on the quality of customer service it was decided that a new system was required.

Finding a Solution

Fortunately the selection process proved relatively straightforward, "We already had two other businesses in the group using Dimensions from Access Accounts" says Peter "They had recently started using the services of Elite Business Services who had provided them with consultancy and support to help them get the best out of their system. They were happy to recommend both Access Dimensions and Elite Business Services to us."

Getting Up and Running

The first step for Elite was to spend time with Peter and his team undergoing a thorough, needs analysis, Tahir Iqbal Managing Director of Elite explains. "We spend time getting to know our customers and their business, we see ourselves as solutions providers rather than software sellers and to do that we need to make sure that we understand the challenges our customers are facing."

Elite Business Services follow a nine step plan to enable customers to implement Access Dimensions with a minimum of disruption and Peter is happy to report that this was the case for E.H. Smith, "implementation went very smoothly Elite's consultants were helpful and responsive to any issues that arose, We were particularly impressed by the training provided to our staff, they are now happy, confident users"

Improved Visibility

A key requirement for E.H. Smith was improved visibility, for their customers. Prior to using Dimensions a call from a customer wanting to know the status of an order meant a lengthy paper chase. Now through their use of Works Order Processing when a customer calls they can instantly see all of that customer's orders and know where in the production cycle each is, Peter

says, "Dimensions has allowed us to be much more professional in the way we respond to our customers, we can offer them much more information about their orders, this means happy customers!"

It isn't only customers who have benefited from the increased visibility that Dimensions has bought to E.H. Smith. Management are able to study the branch's business in a myriad of ways, drilling down to find out exactly the information they need and viewing it in a way that suits them, whether by spreadsheet, pivot table or graph.

Streamlined Production

Dimensions Works Order Processing has allowed E.H. Smith to streamline their production. The consolidation of similar orders for production had been unreliable meaning that more orders than necessary were processed as one-offs. Thanks to the functionality in Dimensions Works Order Processing, similar orders are now automatically grouped for production meaning a reduction in costly down time.

Managed Stock

Another advantage has been improved stock management. Stock is received from many different sources, often to be used in a very specific way, for example builders will send in batches of bricks for the construction of E.H. Smiths unique Stackfast chimney system, it's vital that this stock is properly managed as the builders must have chimneys that match their buildings! Using Works Order Processing E.H. Smith are able to assign stock locations and create component kits. Peter notes, "We can now easily track stock, we know which customer it is assigned to and where it is located. The creation of component kits means that we can easily duplicate works orders for repeat orders or manage call offs, this greatly enhances our ability to forward plan."

Into the Future

Peter Wilford believes that in Access Dimensions E.H. Smith has found a solution that truly supports their business not only for today but into the future, "E.H. Smith is planning for growth, I believe if business was to increase ten-fold Access Dimensions would still be the solution for us."



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