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Carl Robinson
Sales & Commercial Director
ACS&T



The Company

ACS&T Logistics is the UK's leading provider of storage, transport, production and packaging services to the frozen and ambient food industry. Formed in 1921, to create the UK's first cold store, ACS&T has worked tirelessly to ensure that its customers' supply chains operate as efficiently as possible by continuing to develop innovative solutions.

It has a track record of delivering added value to a wide range of blue chip clients, including major frozen food manufacturers such as Unilever Ice Cream, McCain Foods (GB) Limited and Young's Seafood. With its first class facilities, nationwide coverage and the backing of a committed parent organisation, Camellia plc, ACS&T can assure its customers that sufficient capacity and resources will be available to meet their requirements.

ACS&T was looking for a software provider which could help it enhance the services received by its high profile clients.

The Business Requirements

Until 2001, ACS&T relied on three separate legacy systems that individually dealt with the company's storage, distribution and accounting. Having separate systems meant that business processes were often duplicated and it was difficult for customers to obtain an accurate picture of stock and movements in their supply chain.

ACS&T wanted to become a cutting edge logistics business which meant finding a software solution that would meet both its rigorous business quality standards and its customer requirements.

"Due to the inflexibility of the software we were using, our ability to respond to customer service and performance demands was inhibited," said Carl Robinson, Sales & Commercial Director of ACS&T. "As a customer focused business, we needed to find a solution that offered the robustness of packaged software but with the bespoke functionality of a tailored system. We wanted to find a technology solution that would match our innovative ethos."

The Solution

Having initially considered building a system from scratch, ACS&T researched a number of packaged software solutions from both large and medium sized software vendors. Quantiv was the only company that could embrace all of ACS&T's business needs by creating a custom-fitting, adaptable application.

"None of the existing industry solutions we investigated offered us the tight integration and fit that we were looking for," said Robinson. "The project team at Quantiv worked with us to identify solutions to meet our goals and objectives and created a bespoke system to provide the information required."





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Andrew Beasley
IT Project Manager
ACS&T

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The project team consisted of ACS&T managers and supervisors from across the business. They worked alongside senior Quantiv business analysts and developers to ensure the system was designed to meet business objectives, customers' needs and would mirror operational processes.

The Quantiv solution incorporated many technologies that were for the first time seamlessly linked to a single database, providing visibility across the business.

Following extensive testing, the system was rolled out across ACS&T, starting with its Tewkesbury facility. The success of the implementation was largely due to the level and quality of training, documentation and support which was developed with the end user in mind.

The Benefits

1. Heightened customer service and satisfaction

The Quantiv system has tied together all of ACS&T's administrative (finance, purchasing, resource stocks and assets) and operational requirements (customer product in, storage, customer product out, and transport) and made them accessible via a web interface, which its customers can access remotely. This system, along with its other services, has been described by ACS&T as state-of-the-art and designed to allow customers to stay in control.

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2. Increased potential for new business

ACS&T has been able to streamline and expand its service provision, allowing it to differentiate itself in the marketplace, maintain competitive advantage and create an opportunity to attract additional business from both new and existing customers. The Quantiv system was able to seamlessly complement and, in a number of instances, enhance ACS&T's customers' systems.

3. Savings in cost and effort

The enhanced real-time flow of information from store man to customer has significantly reduced administration effort and the possibility of human error, creating savings in both time and efficiency. As a result, ACS&T has been able to market itself as providing a cost effective service.

The flexibility of the Quantiv system has allowed ACS&T to integrate hand-held scanning devices, which collect stock data, into the real-time information flow. This increased business intelligence has resulted in senior managers and directors identifying additional ways to improve processes and provide customers with up to date information either through a secure web login or electronically.

4. Staff empowerment

Communications have vastly improved as a result of the introduction of Radio Data Transmitters (RDT) on forklift trucks which allow operational staff to track warehouse activity and deal with issues as they arise. This ensures the organisation can remain efficient and dynamic.



Quantiv

Station House, Stamford New Road,
Altrincham, Cheshire WA14 1EP

Tel: +44 (0)161 927 4000

Fax: +44 (0)161 927 4100

www.quantiv.com