

## CASE STUDY

### Customer

Earlyrise Baking Co

### Need

Increase accuracy and efficiency of delivery processes

### Solution

Mobile solutions (NCS) to enhance existing IT systems

### Outcome

Efficient and robust delivery methodology that saves the bakery time and money



## RAISING THE STANDARD OF DELIVERY EFFICIENCY

### ABOUT EARLYRISE BAKING CO

Earlyrise Baking Co. is a New South Wales bakery, family owned for four generations. The 95 year old business is committed to serving the Dubbo community and surrounding regions by employing locals and encouraging a sustainable business culture. They continue to extend their geographic reach by delivering products using a network of distributors and company drivers.

The bakery balances tradition and innovation, with reliable software laying a foundation for Earlyrise's high standards.

Earlyrise have been using the bakery management capabilities of an ERP system for many years to help their business run smoothly. However, when it came to delivering its baked goods to customers, and track the returns, Earlyrise recognised the potential for an increased standard of service accuracy and efficiency.

Earlyrise took the opportunity to extend the capabilities of their ERP system by adopting mobile technology for delivery drivers, using the complementary services of Numeric Computer Systems (NCS).

### OPPORTUNITY FOR HIGH-GRADE DELIVERY SERVICE

Previously Earlyrise delivery drivers were given a paper run manifest of the orders to load onto their truck from each warehouse location together with a bundle of delivery dockets. This manual process left a lot of room for error and sometimes non-completion.

"We had previously experienced too many examples of a few crates of product being left behind, and dockets manually altered not accurately being updated back at the office, which led to dissatisfied customers. This ultimately led to product needing to be written off," says Terry Seton, Projects Manager at Earlyrise.

No stranger to optimising processes with technology solutions, Earlyrise researched their options to increase delivery and docket completion accuracy.

Already using an ERP to provide a platform for efficient and well managed operations, Earlyrise had also started using the warehouse system Toolbox. With these multiple IT solutions established at Earlyrise the mobile system vendor they chose needed to have extensive integration capabilities to bring these systems together.

"Integrating all these systems was critical for the business. Information acquired through the multiple systems needed to be easily accessible to all parties involved in the distribution process to ensure successful deliveries and the correct recording of returns to complete the whole system" says Seton

### INTEGRATED TECHNOLOGY ENHANCES DELIVERY PROCESSES

The robust NCS mobile solution easily integrated with their current systems and Earlyrise were impressed with the level of professionalism and helpfulness from the NCS implementation team. "The NCS consultant created a detailed project specification document to ensure that we all remained aligned throughout the project," says Seton.

With the all systems working together, Earlyrise soon noticed significant improvements to their delivery and customer docket update processes.

## CASE STUDY

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**Terry Seton**  
Projects Manager  
Earlyrise

Integrating the three systems proved to be a recipe for success for Earlyrise. The orders are entered into the ERP, and are then sent to Toolbox for picking, with the confirmed pick quantities matched up with the original ERP orders by NCS.

"We knew we had some picking problems but the NCS solution really allowed us to drill down on the issues and solve them. The drivers now leave the factory with accurate orders," says Seton.

By eliminating the time-consuming manual processes, the NCS hand held device helps the drivers to deliver the orders more quickly. If returns are required they can enter them on the hand held as well. Finalised delivery dockets can be printed easily from the device upon confirmation of completed supply.

"The NCS hand helds are downloaded back into the accounting system at the end of the Drivers run, and all picking changes from Toolbox, and docket corrections by the drivers are completed automatically via the NCS interface. This saves lots of data entry time. We can also now track our bread crates and delivery racks into and out of customers. This allowed us to collect a lot of unused crates from customers," explains Seton. "Previously, the reconciliation of the runs took some time, or just didn't happen, but now with automated reports we have it done quickly and accurately."

### SAVING TIME AND 'DOUGH'

The impact of integrating these systems on the business has far exceeded the Earlyrise teams' expectations. "We expected time and cost savings in the confirming of deliveries and entering the returns, but we got far more," says Seton.

The transition from manual processes to digitally integrated systems has helped the company to capitalise on their resources, reduce errors, increase the visibility of deliveries, and delight their customers.

"The improvement in our delivery accuracy has been remarkable and customer satisfaction has improved accordingly. Data entry in the office after the drivers complete their runs has significantly decreased. Add to this the crates we can now track and recover, the electronic proof of deliveries, and the payback on the project has been excellent," says Seton.

With a robust, reliable delivery process now in place, Earlyrise Baking will continue to reap the benefits of the combined power of the solutions, adding real value to their business.

As Earlyrise Baking continues to expand by adding new distribution areas into their network, NCS will continue to help Earlyrise rise to the challenge of maintaining high delivery quality and accurate customer sales records.



Numeric Computer Systems  
SOFTWARE THAT DELIVERS



### ABOUT NCS

NCS has focused on the needs of the Fast Moving Consumer Goods markets for over 40 years. Over that time, it has stayed abreast of revolutionary changes in the industry, today offering the eighth generation of their software. The recently launched DSD Assist brand of mobile solutions are Android based and designed to operate in the cloud.

NCS has its Corporate Headquarters in Hauppauge, New York and offices in Dallas, San Francisco, San Juan, Auckland, Jakarta and Sydney.

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