



Supply Chain Management

Increased Supply Chain Communication

Overview

Country: United Kingdom
Industry: Distribution

Customer Profile

The distributor is ultimately responsible to their customers for the quality of their imported product and must comply with the requirements of the major supermarkets within the UK as well as providing timely communication to both producers and exporters when standards or areas of compliance change.

Business Situation

The 3 tier relationship, described above, generated a large volume of associated documentation which has until now remained paper based. The distributor approached Adepteq in order to investigate how the relationships with the supply chain can be strengthened whilst at the same time controlling the storage of documents and improving communication.

Solution

The distributor chose Adepteq (a Microsoft Gold Partner) based upon our initial discussions and our meeting to demonstrate a wireframe of the concepts discussed. Adepteq have designed a solution which not only allows the exporters and producers to be managed, but also delivers improved communication internally.

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delivering business improvement

As a Microsoft Gold Partner with many years experience delivering innovative solutions to both public and private sector clients, Adepteq are the perfect partner to design and deliver any solution based on a Microsoft Platform.

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“ Adepteq understood our requirement and developed a powerful business tool which protects our position as the predominant supplier to the market ”

This distributor is the largest specialist supplier of its fresh produce to the UK's leading supermarkets.

The company was formed to meet the requirement of the major supermarkets to have a genuine expert in the supply chain of this product and their depot is widely acknowledged to be the best facility in Europe for the handling of the product.

Due to its single product focus, the company has developed rapidly and it is now the predominant supplier in the UK. With the trend of UK supermarkets towards smaller more concentrated supply chains, the distributor continues to grow its position in the marketplace.

Sourcing from 13 different countries, the distributor is supplied by some of the best growers in the world. Successful supply of fresh produce requires a strong technical partnership between growers and their marketing companies. The distributor offers its growers a level of technical support which is unrivalled within the industry.

For growers approaching the market for the first time, the distributors technical team are able to advise on all aspects of post harvest handling, from picking to cooling and packing to shipping. This vital help allows growers to get it right at the point of production and thereby maximise their returns.

With an extremely complex paper-based environment to manage; coupled with difficulty in producing an overview of the status of their supply chain, which is of paramount importance to the distributor, much valuable time was being spent on checking for relevant certification and making paper copies available to potential customers.

They required help in developing a user configurable system which could be maintained in-house, without the need for any programming, whilst enabling exporters to upload the relevant certification data and supporting documentation required by the distributor and its supermarket clients. Adepteq worked with the in-house team to ensure they obtained knowledge of how the system was developed so could easily amend in the future.

By providing this facility to the exporters this enables the exporters to manage and maintain their own certification documentation making the whole process more efficient. These enhancements have resulted in a major improvement to the supply chain communication and visibility which benefits exporters, producers, the distributor and ultimately their valued clients.

Solution Details

The solution is based around Microsoft Office SharePoint (MOSS) 2007 and whilst we have made every effort to keep the solution as simple as possible, it is very scalable. This will allow the distributor to expand the solution to meet the changing needs of their business without the need to use external resources.

Each organisation in the supply chain only has access to the information relevant to them as the authentication and security is managed within the solution.

As a leading intranet solution, the SharePoint platform deployed will also allow the distributor to expand the use of the document management and communication tools across other areas of the business where additional efficiencies will be found.