

Case study – Flancare (Clonmel) Distribution Ltd.

Irish third party logistics company, Flancare (Clonmel) Distribution Ltd., has 250 employees and a fleet of over sixty trucks. Flancare has nearly thirty major clients and operates from five warehouses - in Clonmel, Dublin and Longford, with a total capacity of 216,000 sq. feet - offering national coverage of the emerald isle.

Flancare completes more than 5,000 deliveries nationally each week, with an annual throughput of some 15 million cases. Products delivered are diverse and range from toiletries, groceries and raw materials to high value items such as tobacco and alcohol. Clients include Heineken, Fort James and several other major manufacturers.



THE SCENARIO

Flancare was operating a labour intensive manual warehouse management system and DOS based transport system. The operators were getting increasingly frustrated using the existing DOS based system; it was a very long winded process and there was no easy way to export data from the system.

Managers were looking for a user-friendly, windows-based alternative that would give them complete flexibility over and visibility of the workload, as well as streamlining all the operational processes.

THE SOLUTION

After a lengthy period of analysis and supplier selection visits Flancare quickly identified MACS as the most flexible and cost-effective solution to deliver the necessary improvements and manage and control their entire distribution system. Flancare's decision rested not just on the software solutions but also the business process redesign logic that MACS Software consultants brought to the project.

Working in partnership, the Flancare and MACS teams designed the outline operational methodology and installed MACS Software as Flancare's core warehouse management system. This went live in summer 2003.

The Journey Planning (JP) module was later added as an enhancement to MACS - not only to replace but to improve significantly upon Flancare's legacy route planning system. This enabled staff to highlight both successful and incomplete deliveries and report on them at the touch of a button. With the time taken to invoice customers shortened significantly and the accuracy of charging increased, cash flow improved.

THE BENEFITS

MACS Software provided:

- Easy access to data
- Data exportable to Microsoft Excel / Word / Outlook
- Seamless integration with the MACS WMS, which in turn gave total visibility of orders
- The automatic import of sales orders from MACS into Journey Planning, creating a pool of outstanding orders from which the relevant staff would assign tasks and plan loads
- Pick priorities by vehicle routes
- Vehicle loading by drop sequence
- Improved visibility of work through the various stages - outstanding work (orders) / orders completed / work in-process
- Greater and more accurate management information throughout the whole process
- An integrated proof of delivery system, which streamlined the process and made life easier. PODs were scanned and a copy held within the JP system. Upon request, the JP operators can retrieve a POD document at the touch of a button

"We were looking for a company that would provide a core system to manage all our transport and warehousing and could provide a solution that was flexible enough to grow with us. We are delighted with the service we've received from the MACS Software team and the systems they've installed are more than meeting our expectations."

Richard Burke, Director

For more information on JP-MACS or any of our other products, please call the Sales team on +44 (0)1455 558 228 or email enquiries@macs-software.co.uk

www.macs-software.co.uk

