

# Case Study

## Van Acht Windows and Doors – Rethinking the Warehouse Experience



### Introduction – About GraniteWMS

GraniteWMS is a leader in small and medium business warehousing solutions. It is the flagship product of Cradle Technology Services located in Johannesburg and Cape Town.

It is simple to implement, simple to use, incredibly powerful and uses the best technology available to make it scalable, easy to maintain and support. It is currently implemented in over 140 sites globally.

The following Case Study serves as a testimony to the success of GraniteWMS at one of our clients, Van Acht Windows and Doors.

### The Client – Van Acht Windows and Doors

Van Acht is a well known distributor of doors and windows situated in the Kya Sand, Randburg. The location is host to a 3000 square metre warehouse in conjunction with a 900 square meter showroom that is used to display their products. Their Kya Sands location is also the location of their 1500 square metre sliding door and door frame plant,

while Van Acht Manufacturing, the company's window and door factory, is based in Krugersdorp.

The company's values are based on excellent customer service and quality products. They therefore required a solution that would support these aspects.

## The Problem - A Business Case for Change

Van Acht had previously installed a warehouse management system but was experiencing several problems with it.

Some of the issues with their current system included:

- It was highly complex which incited continual confusion
- Most of the system's available functionality was not in use
- Additional labour was required to operate the system
- The system took more time to use
- The promises that accompanied the system's installation were not met
- The system was not live
- Inventory control was extremely difficult as there were continual variances between the accounting system (PASTEL) and the WMS in place

These shortcomings prompted Van Acht to look for an alternative solution that would simplify their warehouse processes and remove unnecessary complexity from their system.

## The Solution – A Simple System

Due to the failings of the previous WMS that was in place, the business sponsors were initially uneasy about implementing GraniteWMS. An agreement was reached to run the two systems in parallel over a period of four weeks to decide whether GraniteWMS was a worthwhile investment.

**On the second day of the four-week trial, the business sponsors were convinced that GraniteWMS was exactly the solution they had been in search of.**

The Granite Warehouse Management System is a software designed to deliver a simple and efficient warehouse management solution to businesses in need of a standardised barcode-based solution.

GraniteWMS is purpose built, simple to implement, and easy to use. It can be easily integrated into an existing ERP, such as Sage 300, and allows for end-to-end traceability of stock items through labelling, scanning, and process visibility.

By the second day of the four week trial the sponsors were convinced that GraniteWMS was exactly the solution they had been in search of. The system that was already in place was removed, and GraniteWMS was immediately implemented.

In comparison to the previous system, the adjustment to the change was welcomed and the operators found the system easier to use and understand.

## Outcome

After the first month of use Van Acht already noticed improvements within their sales and overall customer service. It was noted that while using the previous system Van Acht was losing customers due to slow response times and inefficient processes. With the implementation of GraniteWMS the business shortly acquired a larger customer base. "Within the first week of using GraniteWMS customers were thanking us for the improvement in our services" says Deon de la Harpe, Financial Director at Van Acht.

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Additional benefits that Van Acht have experienced since implementing GraniteWMS include:

- takes much less time to ensure accurate stock balances
- Reports can be retrieved with ease
- Customers are finding it easier to purchase products from the company
- 50% reduction was obtained in stock write-offs
- The system is operating in real-time enabling business managers to view all business transactions with ease
- The system enables users to perform a variety of tasks at once
- The system dramatically reduced the time required to complete tasks

## **The use of GraniteWMS resulted in a 50% reduction in stock Write-offs**

According to the Financial director at Van Acht, GraniteWMS has Also served as an effective tool in 'tightening up on controls' within the business, thus enabling better inventory accuracy as well as the effective use of the available warehousing space.

**“GraniteWMS is not only an excellent product, it is accompanied by excellent customer service. It made my workload so much easier and although I always thought to have a 100% stock accuracy in warehousing is never possible, GraniteWMS and discipline from the staff proved me wrong.” - Stefan, Van Acht**

“GraniteWMS is awesome. As a system it is brilliant. I believe that if you don't have the discipline it will fail, and in my opinion, discipline starts with management. If management is consistent with checking the system and ensuring it works, the system will perform. Since the first day that we were

introduced to the system, from the presentation to the implementation, it has worked." says Stefan, Van Acht. "GraniteWMS is not only an excellent product, it is accompanied by excellent customer service. It made my workload so much easier and although I always thought to have a 100% stock accuracy in warehousing is never possible, GraniteWMS and discipline from the staff proved me wrong."

"At Cradle we believe in the elegance of simplicity. Keep the software simple, implement between 80% and 95% of the available functionality, and ensure that everyone understands that the system is nothing without the operators and you may just end up with an efficient, well-run, accurate warehouse." says Craig Collins, Project Director at Cradle.

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