

Case Studies

HwCg

“ERP for a Dynamic, Expanding Wine Importer and Trader !”



Customer Profile

HwCg is a dynamic and innovative brand builder and wine supplier to the UK Market. As a leading wine importer and agent, their customers include all the major multiple grocers and specialists, as well as regional wholesalers and independents. HwCg have won numerous awards for innovation, marketing, design and regularly receive accolades from the press extolling the quality of the wines.

HwCg represent around 30 wine supplier partners from all over the world. They supply Producer brands, Exclusive and Own label brands for customers and HwCg owned brands. HwCg are modern, consumer driven, positive, passionate and innovative. They aim to provide value and success for both their customers and their supplier partners - and great quality wine to their end consumers.

Highlights

- Successful [implementation](#) in a highly condensed timeframe.
- 3 years since implementation, HwCg view [de Facto S5](#) as an 'extremely stable and reliable' ERP system.
- HwCg believe S5 'excels' in its [Reporting](#) facilities.

Kieth Anderson, IT Manager at HwCg describes why they needed to find a new ERP system: "When HwCg began, we initially started with a business system called Vinopac. It was a small system, and we felt that it had effectively come to the end of its development cycle. We felt that it wasn't moving forward, and that support was poor. We were expanding rapidly, and the system couldn't keep up with our evolving demands."

Evaluating New Systems

"We surveyed the field of suitable replacement systems by communicating with as many company directors in our field as possible. We took their advice and looked into a number of ERP solutions. We were recommended [de Facto S5](#), and told that it was a 'must see' system."



A Smooth Implementation Process

"The process went exceptionally well. I have a long history in IT, and believe me, I've seen projects go wrong many times. Due to the particular situation we found ourselves in, we needed to have the system up and running a mere 6 weeks from first seeing it! De Facto's [implementation](#) team supported us throughout the process, and from the moment we went live, all our processing was in place, and working well. Between us, we achieved an amazing result! "

Excellent Reporting Facilities

"No business system is worth a thing unless the information it provides is both meaningful and trustworthy. S5 excels in this respect. Access to data is very easy. Our staff really like [S5's reports](#), and the system quickly gained their trust and respect in this area.

We often output reports to Excel spreadsheets for further manipulation. Integration between S5 and Excel is very good. As our staff were already highly skilled in Excel data manipulation, this facility to easily export reports to Excel is very powerful for HwCg."

■ Integrated CRM - a Definite Plus Point

"de Facto S5's [integrated CRM system](#) was a major reason for us in choosing the system. Customer related information is instantly accessible wherever you are in the system. In the future we hope to make much greater use of this module."

■ The Benefits of Improved Access to Information

"The outstanding [reporting facilities](#) have given us a much better view of the [financial](#) and other information at the heart of our processes. It's simply much more accessible than we were used to. Where previously only the core management team had access to everything, now information is available much more widely, exactly as it is needed. Our people are much better informed, for example, of whether we will profit or not through a particular deal. Whenever we are dealing with a customer, we can see exactly what they bought in the past year, and this helps our efficiency and also aids customer satisfaction too."

■ First Class Support

"Support for the product has been good throughout, and the various developments in how De Facto has structured their support delivery have added to that feeling. We've found the [support](#) staff to be very knowledgeable and they've always responded to our queries in a timely fashion. The ability to log calls, to receive notifications and for us to monitor the progress of our issue online is very useful. We've total faith in them, and know that if we ask for help we'll always receive it. Usually it's just us using a process incorrectly, but a simple call to their help desk results in a fast and friendly solution."

Call Us Now ...

to find out how de Facto S5 can deliver a [powerful, flexible](#) and [easy to use](#) solution to your business system needs!

Tel: 01473 417 200


Powerful Solutions for Multiple Markets

De Facto Software provides business driven Accounting and ERP solutions to [wholesalers, distributors, manufacturers](#), packers and suppliers throughout the UK.

de Facto S5 incorporates integrated [Financials](#) and [Accounts, Logistics, Production, CRM, eServices, Business Intelligence, WMS, EDA and Costing](#) facilities, in one [powerful](#) solution. Deploying the system typically delivers significant customer gains in such areas as productivity, cost advantage, management awareness, and competitive edge.



Power



Flexibility



Ease of Use

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