

# " ERP for a Wine and Spirits Retailer and Wholesaler "



## Customer Profile

S H Jones and Co was established in 1848, and remains a family owned Wholesale and Retail Wine business. They stock over 2,500 product lines and strive to supply adventurous and interesting wines at realistic prices. S H Jones seek to marry traditional values and high levels of customer service with modern methods in a fast moving, highly competitive trade that is dominated by major brands and multiple branch retailers.

## Highlights

- EPOS integration with ERP enables Accurate Stock and Transactions.
- Duty Handling and Bonded Warehouse Features.
- Extremely powerful Drill Down and Around Facilities.

## ■ Needed - A Comprehensive Solution with Drinks Market Features

S H Jones previously utilised a vertical market solution and with continued growth they found the lack of development and upgrading of the system problematic and costly. S H Jones decided to source a new business system in early 2004.



## ■ Finding the Right ERP System - Evaluating Solutions

"Financial Controller at S H Jones, Carol Kendal, recounts how they went about choosing a new solution: "We decided the best approach was to talk to the companies that supply us in order to see what works and what doesn't work in our marketplace. We evaluated a number of systems and on the basis of demonstrations decided that de Facto S5 was the ideal solution for us."

## ■ EPOS Integration with S5 - Accurate Stock and Transactions

Kieran Galliard, General Manager at S H Jones elaborated on the integration of their EPOS system with de Facto S5. "We'd bought an off-the-shelf EPOS package for our 4 shops, 3 of which are remote from our warehouse and office location. Tying the two together has enabled us to have much greater control over our stock, and increased the accuracy of our transactions. It's forced us to tighten up on processes, which can only be a good thing.

We are proud of what we've achieved in creating our integrated systems. Our biggest challenge was in enabling the two systems to work perfectly together when at first we had no experience in this. The EPOS package was originally conceived for single outlet operations, but we've now got the whole thing working together and the benefits have been great. We no longer have the sort of difficulties in explaining stock movements as before. Stock moves out of the shops for all sorts of reasons other than pure sales, such as wholesale representatives who need samples for clients, breakages, or transfers to another shop. S5's integration with the EPOS enables us to record all this accurately, avoiding anomalies in our stock levels and accounts."

### ■ The Ability to Delve into the System is First Class

Carol Kendal continued: "The availability of information and all the processes related to that info has been a boon. When one of our customers rings up with an enquiry, it's very easy to locate the invoice and from there go to the relevant transaction details from the same window. We no longer have to jump out of the system and check printed reports, or open up window after window in order to compare the data. We can follow processes through, and drill down to the level of detail we require, on demand, and all from within the same window."

### ■ Accurate Bonded Warehouses and Duty Handling

"Some of our products are sourced in the U.K. and are purchased either as Duty Paid or Duty Deferred. We also ship wines ourselves from individual vineyards. These wines are either delivered to our warehouse in Banbury as Duty Paid or delivered to our Bonded Warehouse and stored under bond where upon the duty and VAT only become payable once they are cleared and removed to a duty paid store.

de Facto S5 is able to be programmed to add the necessary duty onto the value of the products where and when required. These formulae can be updated as required, whenever duty rates change. We've been able to improve the accuracy of our information in this area, which has traditionally been a challenging one in our line of business."

### ■ de Facto S5 - A Powerful Tool in the Right Hands

"Overall, de Facto S5 is a much more flexible system which is tremendously powerful if you know how to get the most out of it. There's always more to learn, and it's probably about time, now that everything is running smoothly, that we undertake some further investigation with De Facto's people to maximise its potential. As our operation expands, then so has the number of sales representatives we have employed who require hands on information which must be accurate and up to date. S5 has enabled our processes to keep pace with our growth, and we don't foresee that changing in the future", said Carol Kendall in conclusion.

#### 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!

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#### 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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