

Case Study

Streamlining a Business

Bespoke Software

The Challenge:

Advanced Handling & Storage Ltd were using the same paper-based processing system since it was founded in 1996. These were time-intensive and allowed the chance of human errors to occur each step of the way. When it came to the reporting, this took a substantial amount of time due to regularly having to update spreadsheets manually and efficiently.

The creation of quotes and proposals was also uncoordinated, there was no standardisation and although it rarely happened, it was easy for mistakes to be made.

Client Profile:

Advanced Handling & Storage Ltd are one of the UK's largest suppliers of second hand pallet racking, shelving, mezzanine floors, safety accessories and many other storage solutions.

Working from their 45,000 square foot warehouse and head office located in County Durham, the business offers tailor-made solutions that can be delivered and installed to businesses and individuals throughout the whole of the UK.

- **One of the UK's Largest Suppliers of Second Hand Pallet Racking**
- **Best Value Racking in the UK**
- **50% Saving Compared to New**
- **Massive Variety of Great Quality Stock**
- **Immediate Dispatch Throughout the UK**
- **45,000 Square Foot Warehouse**

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Advanced Handling & Storage Ltd
The Pallet Racking People

The Solution:

Following an initial investigation to determine the requirements razorblue proposed a bespoke end-to-end ERP system that would enable the business to operate their business from a single process-driven system.

The solution consisted of a web-based CRM and Sales Order Processing system which allows the user to track enquiries, generate quotations/proposals and process orders among other features.

Once orders are processed the orders are available for picking and packing via the warehouse management system, which are then scanned and sent to the shipping application ready for dispatch.

The Result:

Since its complete implementation in December 2018, the bespoke system has resulted in improved efficiency and accountability in all areas of the business.

One of the most significant areas of improvement has been to the quote and order processing sections - previously complex proposals could take several hours to generate and were not always formatted the same way which meant even more time spent on them. The new system guides the user through the process requesting the relevant information step-by-step and produces a completed proposal ready to send onto the client. Once this quote has been marked as 'won', it easily feeds through the funnel and is processed quickly and efficiently without any room for error.

"razorblue have been a great help from start to finish. They have really taken the time to fully understand our business processes and have helped us come up with a fully cohesive and user-friendly system. They came up with some great innovative ideas of how to make the system work best for us which we hadn't even thought of. They have really helped to transform and futureproof the business and we are very pleased that we chose to work with them for this project. We would highly recommend razorblue to any business that wants to grow, succeed and futureproof their business."


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