

Dams takes full control over its supply chain with Infor ERP System21



customer success story

➔ **“The benefits of implementing Infor ERP System21 have been substantial for our business. We consider Infor to be a true business partner.”**

Dams’ successful business model has been built around a key business proposition – total control over its supply chain so that it can supply the right goods to its customers as quickly as possible.

Dams’ history of using advanced technology dates back to late 1990, when Infor ERP System21 was first selected to replace a Tetra solution it had in place. Infor ERP System21 was selected because of its function-rich features and the fact that, whilst all modules are integrated, the implementation of the different applications can be phased. Another key differentiator for Dams was Infor’s business and industry knowledge.

Implementation

Sean Togher, projects director at Dams International Ltd., explains: “Dams is devoted to customer service, which is why we originally decided to completely re-design our operations in the UK and to re-structure the physical locations to enhance our service offering. In 2000 we opened a purpose-built 130,000 sq ft Central Distribution Centre (CDC) in Knowsley. After having gone live with Infor ERP System21 Financials and core Distribution modules back in 1998, Infor ERP System21 Warehousing and Transport Planning solutions were then implemented in December 2000 to provide greater control over stock, picking accuracy and space utilisation – both within the CDC and its delivery vehicles. The following year we opened a further three Regional Distribution Centres (RDCs) to add to the four existing sites across the UK, allowing us to improve service levels and take even greater control over our stock and supply chain.”

In August 2001, Dams went on to implement Infor ERP System21 Distribution Resource Planning (DRP) software. Sean Togher explains: “Previously each of the RDCs were raising manual replenishment orders on a daily basis from the CDC – either to supply sales orders or to ensure a minimum safety stock. When the daily deliveries arrived they would be checked and manually booked in before despatch notes were produced for customers. The administration for this in terms of raising orders, checking deliveries and updating stock took each of the seven RDCs approximately four hours per day – that’s 140 hours a week across all the sites.”

“With Infor ERP System21, once the CDC has confirmed despatch, the RDC stock file is updated overnight with the shipped quantities so that it is ready to produce despatch notes and contact customers the next morning. With the introduction of the Warehousing, DRP and Automatic Stock Transfer (based upon the Confirm Despatch from the CDC), and a review of our own internal processes, we have improved customer service and saved half a man day each day at every RDC.”

Sean Togher describes how the DRP implementation went: “The implementation was slick and problem-free. We introduced the DRP functionality within the first RDC towards the end of August 2001, and just a few weeks later all the RDCs were live and taking full advantage of the time savings. Considering we have in excess of 60,000 individual product codes we were rightly pleased with ourselves. Our Infor consultancy team not only provided classroom training and onsite support but also ideas on ‘best practice’, indicating both the business process and information flows.”

