



Joval Group

(focusing on BAM Wine Logistics implementation)

Client	Joval Group Pty Ltd
Product	SupplyPoint <i>(based on Microsoft Dynamics NAV)</i>
Industry	Distribution, Warehousing, Production
Testimonial	Melissa Wallace, Group Project Manager

Background

Established in the late 1970s, Joval Group is a privately owned organisation. Their main areas of business includes: wholesale wine distribution (both Australian and imported products), imported food distribution, warehousing logistics for the Eastern States, and a small wine production business.

Company Size

Joval Group operates across Australia and New Zealand, employing over 350 people and has a turnover of around \$300 million per annum* (*calculated in January 2011).

Challenge

Joval Group wanted to move from multiple, disparate ERP solutions that were approaching their expiry dates, to a single platform. They also needed a solution that could be customised to suit their various business area requirements across multiple locations and currencies, including integrated advanced warehousing functionality; managing receipt, direct pick, put and move, and dispatch planning via mobile devices. *"We not only wanted a new ERP, but an opportunity to introduce shared services in the business, consolidating functions across the group and to gain synergies by implementing one platform to cater for all the group's needs."*

Straight Talk

"SupplyPoint is intuitively easy to use. From a broader perspective, it's actually the services and the implementation partnership that Eclipse has offered that has made it a smooth transition so far, which you don't often experience through these types of processes."





Solution

Eclipse recommended SupplyPoint, a solution specifically developed for operations with large distribution requirements, built on the Microsoft Dynamics NAV platform. By operating one business solution, Joval Group would improve overall operational efficiencies and transparencies, through common reporting capabilities and standardised business processes.

“Previously each business ran on a different ERP so we never had a single source of truth. For example, in inventory we could have a different number in the BAM Wine Logistics system and another in our Valcorp and Casama systems. This meant stock accuracy was extremely difficult to manage. Once we are on the same system, processes won’t be duplicated or tripled, so we will have greater automation and achieve key efficiencies as well.”

BAM Wine Logistics was the first business that went live with SupplyPoint, building on their existing RF (radio frequency) functionality. SupplyPoint offers strong multi-warehouse capabilities, with scanning, receipt, dispatch and tracking functionality. *“Previously we would have been picking, on average across the whole business, around 50-60% off paper-based information. Now we’re 100% via RF – ultimately improving our picking accuracy. Also, we’re now able to receive stock in, do movements, put-aways and stock take via RF, eliminating the previous manually-driven and time consuming processes.”*

Outcome and Benefits

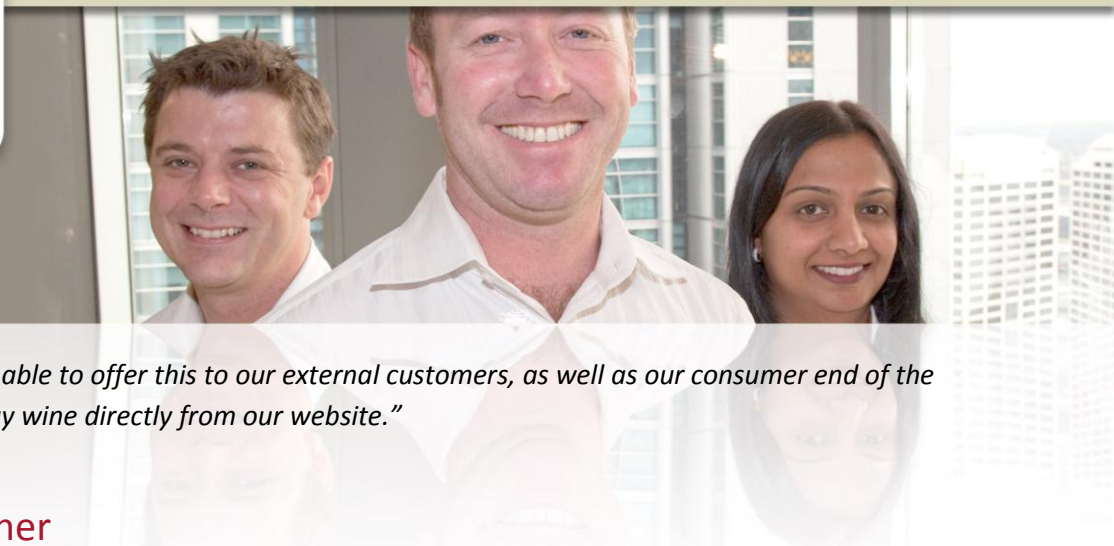
Joval Group is satisfied with the first phase of their SupplyPoint implementation within BAM Wine Logistics and are already experiencing business benefits from the new solution. *“The degree of automation in SupplyPoint allows greater business efficiencies and, of course, once the other parts of the business come onboard, the greatest benefits will be one single source of data.”*

“The project has allowed the organisation to get behind the idea of shared services modules, bringing all the trading units much closer. That in itself, even from a communication perspective inside the organisation, has meant that people from different parts of the business have had to collaborate on this project and it’s brought them closer together.”

Next Stages

“BAM Wine Logistics went live September 2010 - that was a very pleasing result as it was on time, on budget. Now we will roll out SupplyPoint across the remainder of the company.”

“One of the next features we would like as part of this implementation is the web portal component of SupplyPoint. This will enable us to have an eCommerce platform, which we currently don’t have. All of our



trading divisions will be able to offer this to our external customers, as well as our consumer end of the market, for example, buy wine directly from our website.”

Eclipse as a Partner

“The implementation of BAM Wine Logistics was seen as a huge success for the organisation. You hear a lot of horror stories around ERP implementations, but ours was a great success. What probably contributed to that, and the receptiveness of our employees to the new system, is Eclipse’s way of responding to issues. As a problem occurred, we found their response to be very quick - so that just gave everyone a large degree of confidence, not only in the product but in Eclipse as an implementation partner.”

ROI

Joval Group has already seen improvements from their first implementation phase, within BAM Wine Logistics. *“It’s improved their operational efficiencies, particularly in the picking process and stock accuracy process. We have been able to utilise EDI with other customers - previously BAM Wine Logistics customers would send information in paper-based format, but now we are able to accept files from customers’ platforms and receive the information electronically, eliminating manual intervention from our customers’ perspective as well. It’s all an automated process now.”*