

SYSPRO helps Fiddes Payne reduce its stock investment by more than £500,000, and counting

CASE STUDY

At a Glance

ORGANIZATION

Company name



REGION

EMEA

KEY CHALLENGE

Gaps in customer service caused by disparate systems

KEY BENEFIT

Order fulfilment averaging 97.5% - a significant improvement since implementing SYSPRO.

INDUSTRY

Food and Beverage

END USER MARKET

Consumer

SOLUTION

SYSPRO 8

Customer Profile

Fiddes Payne partners with some of the world's leading producers and manufacturers of savory foods and home baking products, including Jamie Oliver, Disney and Cake Angels, to supply customers throughout the UK.

The Business Challenge

Disparate systems meant that data was handled inefficiently, leading to gaps in customer service and inaccurate billing. These inefficiencies also resulted in high levels of stock, dramatically increasing Fiddes Payne's overheads.

The Solution

Fiddes Payne converted to K3 Syspro's ERP system in 2009 to increase stock traceability, reduce stockholding levels, enhance customer service and introduce more accurate billing. The solution connected manufacturing, distribution and finance into one integrated system.

The Outcome

Today, Fiddes Payne is a loyal, long-term K3 Syspro customer which continues to thrive under its continuously evolving ERP solution. SYSPRO is fully integrated into the company's daily operations and managed by the in-house IT department with ongoing support from K3.

“

The new ERP system is already bringing in much greater levels of visibility and stock control, which has improved our procurement operation. For our customers, it will enhance our service levels and overall satisfaction with more accurate and timely billing.

”

– **Hazel Barton**, Financial Controller, Fiddes Payne.



Why SYSPRO?

Fiddes Payne is an innovative and creative food business that works in partnership with leading producers to create nutritious, convenient foods that inspire people to spend more time in the kitchen. This culture has led to a customer-centric and service-driven approach that demands a more integrated way of handling customer data, billing and stock. That's where K3 Syspro comes in.

"The team at K3 were helpful, knowledgeable and took the time to familiarise themselves with an ever-changing team here at Fiddes Payne. Their investment of time and resources into helping us migrate towards a joined-up ERP solution was invaluable, and their support is still on hand when we need it," says Vivienne Sparks, Financial Director of Fiddes Payne.

A complex, well-planned solution

The initial challenge was clear but required a complex, well-thought-out solution. The vision was for K3 Syspro's ERP solution to integrate manufacturing, distribution and finance into one integrated system that not only rectified all the inefficiencies Fiddes Payne was experiencing, but actively improved elements such as billing and customer service. This would require constant engagement, support and onsite staff training.

K3 Syspro gradually replaced Fiddes Payne's legacy systems, providing a centralized location for all its data and reports. Duplicate entries were eliminated as the business moved from its dependency on spreadsheets and documents into the new ERP model. This gave the sales team the visibility they needed to connect customer queries with relevant data instantly, allowing Fiddes Payne to offer a faster and more effective service.

"The new ERP system is already bringing in much greater levels of visibility and stock control, which has improved our procurement operation," says Hazel Barton, Financial Controller of Fiddes Payne. "For our customers, it will enhance our service levels and overall satisfaction with more accurate and timely billing."

Reaping tangible business benefits

The SYSPRO solution eliminated the need to manually order stock, reducing overheads in the stock and procurement side of the business dramatically. With support and training, staff were able to seamlessly log calls and queries from customers, track product movements, extract and analyze information and make better business decisions. The ability to extract and manipulate data quickly has also helped Fiddes Payne reduce its stock investment by more than £500,000.

SYSPRO is now fully integrated into the daily operations at Fiddes Payne and is managed primarily by the in-house IT department along with ongoing support from K3. As well as reducing stock investment, order fulfilment is averaging 97.5% which is a significant improvement.

As a data-hungry business, Fiddes Payne is finding more opportunity than ever before to extract and manipulate data to further its business goals and open doors to new avenues for growth.

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- Hazel Barton,
Financial Controller,
Fiddes Payne



About SYSPRO

SYSPRO is a leading, global Enterprise Resource Planning (ERP) software provider, specializing in key manufacturing and distribution industries. Our Industry-built solutions and services are designed to make things possible.

SYSPRO's ERP solution empowers customers to take the next step – whether it is expanding into new territories, adding new product lines, transforming business processes, or driving innovation. Through our ERP software, customers gain access to solutions, processes, and tools to assist in the management of data for key business insights and informed decision making. The solution is scalable and can be deployed in the cloud, on-premise, or both, and accessed via the web on any device to provide customers with choice and flexibility.

As a trusted advisor, SYSPRO remains focused on the success of partners and customers. With a strong commitment to channel partner growth, SYSPRO customers are backed by a team of global experts that drive maximum value out of IT systems and business solutions. We are committed to addressing the unique needs of our customers, enabling them to easily adapt and remain resilient. Our evolving solutions are aligned with industry trends and leverage emerging technologies that will enable partners and customers to secure a digital future and to gain a competitive advantage.

Learn more about SYSPRO's solutions for food and beverage industries [Click here](#) or contact us on europe-info@syspro.com

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