

REYNOLDS CATERING SUPPLIES 'PICK' ESMART® WAREHOUSE

Reynolds Catering Supplies Ltd is a family owned business that has grown from a Hackney market stall, in 1945, to become a leading supplier of a huge range of fresh produce. Its client list has some of the UK's most recognisable restaurant and hotel chains including Pret-a-Manger, Carluccios and Ramada Jarvis. Typically, for the hospitality industry, orders placed in the early morning need to arrive in time for Chefs to prepare meals the same day.

The company has a UK-wide presence with a central warehouse in Waltham Cross and four satellite distribution depots in Bristol, Bardon, Manchester and Grangemouth in Scotland.

THE BACKGROUND

Implementing a more effective Warehouse Management System for Reynolds involved BEC (Systems Integration) Ltd deploying their eSmart® Warehouse datacapture software with Reynolds' Lawson M3 Enterprise Resource Planning (ERP) system.

Andrew Briggs, Technical Manager at BEC said: "The legacy systems were holding back growth. By deploying eSmart® Warehouse we have leveraged the power of the new M3 ERP host at shop floor level to drive improved accuracy & productivity with an intuitive, efficient and user friendly interface."

"We're a 24/7 business. We are either taking goods, or despatching every day and we need exceptional commitment from the company that we deal with. If it was a call at one o'clock in the morning, BEC were there. They answered the calls, which is testament to them and the developers."

Richard Calder,
Head of IT at Reynolds.



As a food service company, Reynolds operates 24 hours a day, seven days a week, all year round. With only a short time frame to completion on the project, the new warehouse data capture system was required to work with Reynolds' existing Motorola MC9090 handheld computers without interrupting the flow of work, and with near zero downtime.

THE CHALLENGE

The company is in a fast moving, highly competitive industry where, due to its perishable nature, stock has to be monitored at every step of the supply chain. From the moment produce is taken off wagons and moved into the warehouse, it has to be traceable and quality checked. Many of the customer orders are small, with a wide variety of produce, requiring various picking methods to be used resulting in pickers moving rapidly through different areas of the warehouse.

The system needed to be user friendly and easy to learn for the warehouse staff, whilst at the same time minimising modifications to the ERP system. Reducing human error and providing demonstrable traceability were also integral to fulfilling key criteria of supply by Reynolds to their customers.



THE SOLUTION

BEC's eSmart® Warehouse software allows the company to track produce from entry to exit through the warehouse and input quality control data en-route.

Inside the warehouse, orders are sent wirelessly to the handhelds enabling the pickers to rapidly assemble both small and large orders and distribute them to waiting delivery vehicles.

As the project progressed BEC had the flexibility to incorporate enhanced features of the M3 ERP host in response to requests by the customer. BEC consultants were on hand both day and night to support the go-live period:

"We did have a significant number of enhancements done pre-go live and post go live and BEC coped with everything we've asked of them." commented Richard Calder, Head of IT at Reynolds.



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THE BENEFITS

The integration of Lawson's M3 software with BEC's eSmart® Warehouse system has been a great success and has created tangible business benefits for Reynolds.

Stock Visibility and Traceability

There is complete visibility of stock positions within the warehouse. With the complexity and speed of stock movements around the warehouse, the new system improved order fulfilment and helped minimise stock waste.

Calder says: "By improving efficiency in our warehouse processes the BEC solution is giving Reynolds the ability to increase overall picking capacity and thereby allowing the business to increase the volume and variety of new business that we can adopt"

Reducing paper based checking

By utilising scanner enabled handhelds the new system implemented by BEC, has significantly reduced the paper based checking and data re-entry associated with the previous system, thereby boosting staff productivity.

THE FUTURE

After a successful rollout of the eSmart® Warehouse system put in place by BEC, Reynolds are now considering implementing further modules from the eSmart®:datacapture suite.

Stuart Kiernan, Sales & Marketing Manager at BEC says: "The nature of Reynolds' business is particularly demanding due to the sheer throughput of stock. By seamlessly integrating eSmart® Warehouse with Reynolds' M3 ERP system we have delivered a scalable solution that meets these demands today and paves the way for future growth in the warehouse operation."

"BEC's solution is now an essential part of the operation. I'm trying to think how we would cope without it!" Concluded Calder.