

Betterware Case Study

Transform SAP ERP Data with Formate Output Management Software

The Customer



Betterware, operating from their state of the art distribution centre in Birmingham, supply a diverse range of high quality household products, principally through thousands of self employed Coordinators and Distributors who provide Betterware catalogues throughout their territory.

www.betterware.co.uk

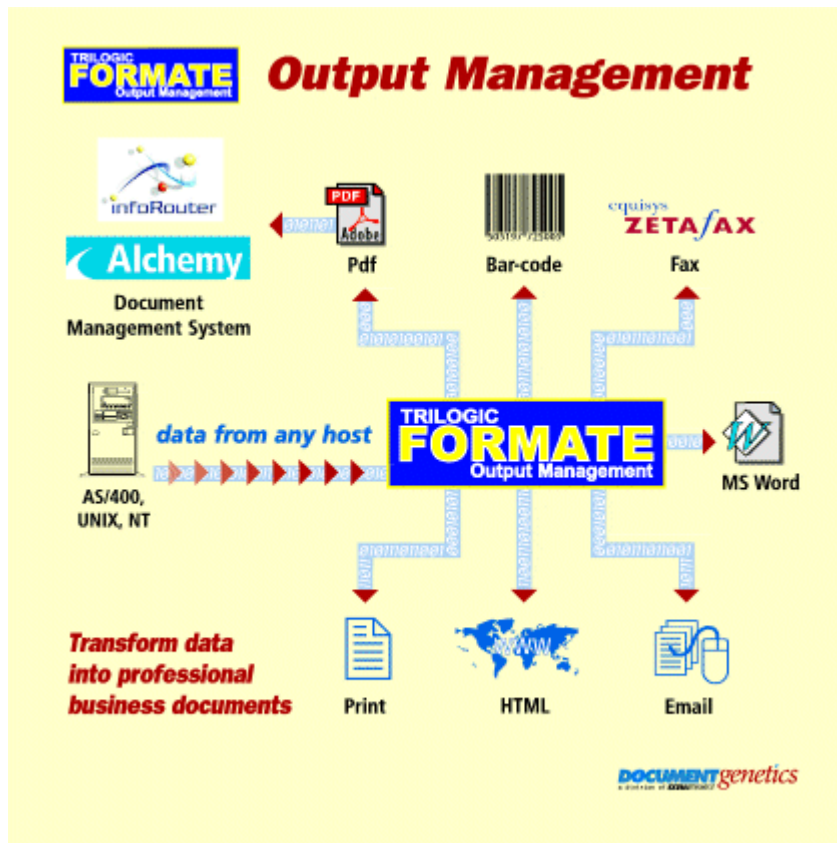
The Problem

Getting weekly reports to their distributors in a timely and cost effective method. The existing system was designed around an auto enveloping solution, which had numerous problems and limitations. Aside from the cost of postage, paper and envelopes, when trying to streamline the system by e-mailing reports to Coordinators, the system was too inflexible. It was unable to support single page to multiple recipients, mixed portrait and landscape formats or to copy documents up through the management tiers. Weekly Sales Performance reports, Statements etc. had to be posted, creating 2 -3 day delays.

John Embrey Head of IT: “We were continually frustrated in not being able to develop the system. Once we began looking at possible solutions Formate became an obvious front runner in function and price.”

The Solution

Formate now provides a streamlined solution allowing the e-mailing of weekly reports to the distributors and copies direct to their Regional Executives. Everyone who needs a copy gets one.



Betterware use SAP as their business system. Formate takes standard data SAP report output, merges the documents and converts them into pdf files. Formate then checks the Coordinator code and using ODBC connectivity, looks up both Coordinator AND Regional Executive e-mail addresses from an access database, and send relevant reports to the right people.

John Embrey Head of IT: “ Many weekly documents used to go out through the post on a Monday. Now they are emailed direct to the recipient on a Saturday. We have also been able to start sending daily documents on the night the order is processed, instead of with the deliveries. This enables Coordinators to prepare for their onward delivery to their Distributors in advance, again speeding the process and providing greater customer satisfaction. It also allows our Regional Executives to have a much more timely view of sales in their area. We are in the process of adding more daily reports which will provide yet more benefits. We have also started to e-mail our Purchase orders to key suppliers, again reducing lead times to the benefit of all. We found the training and ease of use 1st class, and support, although rarely needed, is excellent.”

Contact Details

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