

CASE STUDY

Customer

Grove Fruit Juice

Need

Increase efficiency of sales and administration processes

Solution

DSD Van Sales software, Android hand helds and mobile printers

Outcome

Efficient and robust solution that saves the company time and money

grove
juice.
— EST. 1969 —

BOOST



SQUEEZING OUT IMPROVED EFFICIENCY

ABOUT GROVE FRUIT JUICE

Grove Fruit Juice is one of the largest Australian family-owned fresh fruit processors in the juice category. With a head office in Brisbane, Grove has been producing naturally healthy, delicious juice since 1969. Starting as a small home delivery fresh juice business, Grove now squeeze about 300,000 fresh oranges and press about 180,000 fresh apples daily. Products are available nationally at supermarkets and convenience stores, and internationally in several countries.

OPPORTUNITY FOR IMPROVED SALES AND DELIVERY SERVICE

Grove Fruit Juice had been using a proprietary handheld sales and delivery system for more than 10 years. This system became difficult to support and the technology did not integrate well with the other systems in place due to its age. Because of this, the system had limited capacity to improve business processes.

“We had hardware problems, inventory accuracy issues and the process consumed a lot of resources. We could not accept payments from customers by credit card. We were simply not engaging with customers or salesmen in the way we wanted, and we were inefficient. In a competitive marketplace, something had to change,” says Michael Day, Route Distribution Manager at Grove Juice.

Following an in-depth review, Grove made the decision to overhaul their van sales systems, and turned to NCS to provide a modern solution. NCS deployed the advanced DSD Van Sales system to Grove, together with Honeywell’s CT50 hand held computer, all integrated with the QAD ERP system installed at Grove Juice. Grove was familiar with handheld computer technology, so were clear on what they were looking for in a replacement system and vendor.

“The NCS consultant created a detailed project specification to ensure that we all remained aligned throughout the project. This was especially helpful as the project took more effort than we had originally anticipated, but the specification kept us all focused on the desired outcomes” says Day.

The previous mobile solution used by Grove only integrated invoices with the QAD sales system. Payments, inventory, stock counts and restock orders were all handled manually, which was time consuming, with the opportunity for error ever present. Messaging and communications between the field salesmen and the sales manager was also time consuming. The fully integrated DSD Van Sales system allowed Grove to achieve significant improvements.

“NCS were a great choice for us. They had many years of experience with businesses like ours, had Android solutions that were easy to integrate with our existing system, and understood the QAD integration process,” says Day.

INTEGRATED TECHNOLOGY ENHANCES BUSINESS PROCESSES

With the new system in place, Grove Juice soon noticed improvements. “Even after only a few weeks we could see the reduced administration resources required. As an example, driver restock orders now flow through to the warehouse automatically, and once picked by the warehouse the driver is notified when the load is ready for pickup,” said Day.

“Drivers can now barcode scan the items they are selling or returning, plus we have a sales template for each customer of the items they usually purchase. Using GPS I can see where each driver is on their route from my phone,” said Day. “The finance team is happy as the accounting transactions are completed automatically. The system is easy to use, allowing the sales team to do more in a quicker timeframe. The difference from where we were to where we are now is like night and day.”



By eliminating the time-consuming manual processes, the NCS solution helps the sales team sell and deliver more quickly and efficiently. Finalised invoices are printed quickly, and a signature can be captured from the customer. A PDF of the invoice is archived onto the Grove Juice server and can be emailed to the customer head office.

“With the size of our fleet, it was important that we were able to bring in a solution that eliminated the pain points quickly and easily, and NCS did just that. Not only did it improve our overall efficiency, but it also improved the way our workforce interacted with one another” said Day.

SQUEEZING OUT MORE EFFICIENCY

The transition from old systems and manual processes to a modern system has helped the company to utilise resources better, reduce errors, increase the visibility of transactions, and delight their customers.

“The business improvement has been remarkable. Manual data entry in the office has significantly decreased. With a new focus on information, we are looking now to proactively drive our business forward with a better understanding on how we can improve efficiency across the board” says Day. “NCS have other solutions in the DSD Assist family we plan on making use of like fridge management, distributor management and customer self-ordering that will further improve our business”



Numeric Computer Systems
SOFTWARE THAT DELIVERS



ABOUT NCS

NCS has focused on the needs of the Fast Moving Consumer Goods markets for over 40 years. Over that time, it has stayed abreast of revolutionary changes in the industry, today offering the eighth generation of their software. The DSD Assist brand of mobile solutions are Android based and designed to operate in the cloud.

NCS has its Corporate Headquarters in Hauppauge, New York and offices in Dallas, San Francisco, San Juan, Auckland, Jakarta and Sydney.

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