Customer Profile



Reynolds Catering Supplies optimizes its supply chain with Infor M3



Facts at a glance

Solution: ERP Products: Infor M3 Industry: Food and Beverage Country: UK

"Infor ION will become a key part of our business-case justification because if we want new functionality, we won't have to pay for any modifications or additional integration work."

> —Richard Calder IT & Business Systems Manager Reynolds Catering Supplies

About the company

Reynolds Catering Supplies is one of the UK's leading, national distributors of fresh fruit, vegetables, dairy, and cheese—processing more than 3,000 orders daily via a fleet of 194 vehicles. Reynolds supplies more than 2,500 different fresh and chilled products from around the world to some of the biggest names in the catering industry. A greengrocer recognized for reliability, flexibility, and exceptional customer service, Reynolds gets the very best fresh produce from field to fork. To learn more, visit www.reynolds-cs.com.

Challenges

- Replace legacy enterprise resource planning (ERP) and supply chain solutions with new systems capable of managing a sophisticated array of services more effectively preparing the company for rapid and consistent growth.
- Increase confidence in decision-making abilities by providing management teams with fast access to relevant, detailed information.
- Implement integrated solutions that can manage increased demands from both internal and external customers, and meet business needs throughout the warehouse, call center, supply chain, and finance departments.

Benefits

- Reduced costs associated with recovering incorrect orders and improved customer satisfaction with specific Infor™ Process Flow Integrator applications, such as email order confirmation.
- Completed picks faster and with greater accuracy by developing applications to examine picking efficiency and conveyor box fill with the data warehouse and associated reporting.
- Improved the speed and detail of financial reporting, leading to better credit control and a reduction in the number of debtor days.
- Management received more detailed information, which improved decision making and efficiency.
- Reduced the risk of product waste by being able to reclassify and adjust shelf life at item and lot levels with Inform M3's unique reinspection time and sales functionality.

"It's easier and quicker to effect business change and improvements now as we continue to grow with expertise spread evenly across departments, thanks to Infor M3's embedded business system."

> —Richard Calder Reynolds Catering Supplies

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