

## Catering and Janitorial Case Study: Yate Supplies

### Yate Supplies discovered how processes are performed in record time with prof.ITplus

Yate Supplies (formerly Yate Disposables) offer a one-stop shop solution for all tableware, cookware, hygiene, barware, catering disposables and janitorial supplies. This well established, family run business has been operating for over 25 years and now has an extensive customer base. Yate Supplies proudly serve big names within the industry; Roadchef Motorway Group, Thompson Fly, Henry J Beans, Fortnum and Mason and Caviar House to name just a few.

Their 18,000 sq ft warehouse located in Gloucestershire is home to a fleet of vehicles which deliver as far as Manchester, Sheffield, Maidstone, Exeter and Swansea. With in excess of 12,000 product lines and over 5,000 in stock, Yate Supplies have an extensive product offering enabling them to respond to every catering and janitorial need.

Scott Shackelford, General Manager for Yate Supplies says "With a turnover in excess of £6.5 million per annum we are large enough to cope with the most demanding customer but small enough to give a personal service, which we feel every one of our customers deserve."

#### Yate Supplies' previous software system

Yate Supplies' old application software for order processing and stock control had limited functionality and could not be updated quickly to reflect price changes from their extensive supplier base. The search functions were particularly rigid which meant that time was always wasted searching through the system for a product or customer. Administration staff were plagued by double-entry of data meaning that orders were time consuming and slow to be processed. The Sales Team were often involved in administration as data transparency was poor and reporting functions were limited.

Overall the system was inflexible and with their plans for growth, Yate Supplies needed a sophisticated software solution which could help streamline their processes, increase efficiency and ultimately maximise profits.



#### What did Yate Supplies need from their new software solution?

Yate Supplies knew exactly what they wanted from their new software solution and IT partner. The system had to be able to cope with a vast number of products and suppliers and be flexible enough to respond to price changes on demand. There was a definite need for the software to optimise processes so that orders could be processed quickly and efficiently. Easy access to information was high on the wish list so that staff had the power to close sales instantly. They were also keen to build a strong relationship with their chosen software partner, to work together in achieving their goals.

#### Why did Yate Supplies select OGL's prof.ITplus as their software solution?

After careful research into what software solutions were available in the market place, there was one company that stood out from the rest. The prof.ITplus software solution from OGL not only fulfilled their wish list but as the authors of prof.ITplus, OGL were also keen to work with Yate Supplies on new ways to optimise their processes.

Feature rich and flexible, prof.ITplus could give Yate Supplies immediate information presented in an easy to use Windows format on clear and concise screens. Because OGL have an in-depth knowledge of catering and janitorial suppliers, they understood the need for immediate information on stock availability, customer pricing, order history, profitability and overheads.

*"prof.ITplus has  
been able to change a  
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record time"*

*Scott Shackelford  
Yate Supplies*





## The benefits of using prof.ITplus and OGL to Yate Supplies

"It is difficult to put the benefits into summary as there are far too many to list and we are finding more and more as time goes on" Scott Shackleford explains...

- Excellent stock control measures, which have helped us to reduce our stock holding
- Generating purchase orders from shortages ensures regular items of stock are never below our minimum level and customer orders are fulfilled efficiently
- Importing of supplier disks for ease of stock maintenance also allows us to keep pricing and new product lines up-to-date and accurate with minimal maintenance
- Extensive reporting facilities, which we have found to be very easy to use and flexible
- More efficient processing giving improved productivity
- A proactive customer support team who are always there to help.

"The time we have saved using prof.ITplus has allowed us to utilise the Sales Team in a more proactive way, allowing us to generate more business. The need for calling customers back with information has diminished, giving the company a more professional image, coupled with documentation to back it up. We have also found that as a result of the excellent reporting functions within

prof.ITplus our staff's knowledge of products and internal processes has been greatly increased."

"Using prof.ITplus has enabled us to simplify many aspects of our business and has brought many processes into the 21st century. We've benefited from having a support and development team behind us that is flexible and can work with us to solve problems and develop new aspects to the system that would improve working practices. The OGL support team certainly brings this added value to an already great piece of software."

"prof.ITplus is the perfect software solution for the catering and janitorial supplies industry. We have over 12,000 products from hundreds of suppliers in many different pack configurations which prof.ITplus can deal with easily. Time consuming administration procedures are now a thing of the past as prof.ITplus takes a once lengthy process and performs it in record time!"

"With an eCommerce solution high on the agenda for us, OGL's eShop package for prof.ITplus is a welcome addition to the software that will enable us to reach our customers on a higher level through online trading. It's essential for us to have a software package that can grow with our business and prof.ITplus does just that. We look forward to a successful future with OGL."

For more information on OGL's prof.ITplus software please contact the Systems Sales Team today on 01299 873873 or visit [www.ogl.co.uk](http://www.ogl.co.uk)

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*Scott Shackleford  
Yate Supplies*



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Yate Supplies

Tableware Cookware Hygiene Janitorial Barware Disposables

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