Your guide to improving your business efficiency

Take the test to receive your efficiency score

Introduction

To survive and stay competitive in the wholesale and distribution industry it's crucial that your operations are running like clockwork. Without your stock control or warehouse in order or without full visibility and management of your customer data and order processing, it becomes impossible to do your job, which at the most basic level is to supply products to meet customer demand. Improving operational efficiencies will have a dramatic effect on the service you can provide, your employees' job satisfaction and your overall profitability which will **ensure you're doing more than just surviving, you'll be able to compete with leaders in your market.**

Without a streamlined operation, as you grow, it's easy for manual processes to get out of hand and legacy systems to buckle under the increased volume and pressure. Tasks and admin that once took minutes, now take hours and are costing you time and money, inevitably harming your profitability. Don't let inefficient processes hold you back from achieving your full potential or worse, stop you from competing with other suppliers on price and service.

Take the efficiency test to find out your score

Start

When you're continually reviewing internal processes and your software solutions, it means you're proactively improving your operations allowing you to increase your success rate for the future. The efficiency test looks at your current operations, at a high level, to determine whether your current processes and software solutions are enabling you to perform at your best or are hindering your future.

No matter if your business is small or large, new or old, it's always a good idea to review your processes so you're confident you're staying one step ahead.

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Find out what your test results mean for your business

If you scored...

LOW

If you scored LOW on the efficiency rating, **your software is affecting the success of your business** but fortunately this means **you'll gain the maximum benefits** from investing in an integrated ERP solution.

Scoring low on the efficiency rating means you're likely completing a lot of daily processes manually, you struggle to keep on top of your stock levels and customer orders without spending hours looking through paperwork, or you're going to struggle to meet your future needs of providing a digital, multi-channel shopping experience for your customers. If your system is holding you back and stopping you from improving your processes, then it's worth considering how that will continue to affect you in the future.

If your software provider is difficult to get in contact with, you're struggling with the software's functionality, you're at capacity and it doesn't meet your requirements, it's worth reviewing the ERP systems available to you so you can make the informed decision as to whether your potential is limited by your system and software partner.

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AVERAGE

If you scored AVERAGE on the efficiency rating it's worth **considering changing your software in the near future** as it's clear your software is beginning to show signs that **it's struggling to cope with your requirements.** We believe investing in a complete ERP solution will provide considerable benefits to your business.

If you're completing daily tasks manually or with bolt-on software products then fully automating and connecting your business processes will inevitably save you time and money. Embracing technology to automate back office operations will help to drive your business forward, so perhaps it's time to review your business strategy for the year ahead and decide if your current system can step up to the job.

Similarly, if it's your provider that's letting you down, it's important to consider the benefits of a quality partner who can help you to maximise your success and take you to the next level.

HIGH

If you scored HIGH on the efficiency rating it seems your current software system and **business processes are supporting your current business needs.**

Thankfully it looks like your software isn't causing your business too much hassle and you can effectively manage your business using the systems you have in place. However, we believe there is still some potential benefits your business could gain from implementing a fully integrated ERP solution. It's important to continually review your processes and the performance of your IT Infrastructure, in line with your futue business goals, to ensure you're always maximising your potential and remaining competitive.

See page 7 and 8 for our recommendations for improving your efficiency score.

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How to improve your score

Ultimately, implementing **a single, centralised ERP solution**, designed for wholesalers, merchants and distributors, **will help to streamline operations.** Streamlining your operations means removing manual processes or legacy software solutions that you've outgrown, and to digitally transform your business by utilising technology to automate processes, helping you to provide a better, quicker and more reliable service.

We often find businesses begin on basic accounting software packages and manual spreadsheets. But as businesses grow, the initial software systems they started with begin to show signs of struggle as they can no longer handle the business' requirements and soon staff within the business are spending precious time on very manual tasks that can actually be automated. Typically, the software lags with the increase in data and it shows weaknesses in the management of stock movements and order processing that have become impossible to manage by staff.

To help future-proof your business and increase profitability we've provided some easy suggestions and solutions that will help to improve your efficiency score.

If you scored **LOW** on the efficiency rating

It's likely your processes are largely manual and perhaps mainly paper based. We often come across businesses who have grown enough that the processes that once took minutes, now take hours because the number of customers, products and orders have increased. You'll see great benefits from removing the paper-based files that take ages to organise and the unreliable manual counts of your stock to using a centralised software solution that gives you visibility of all customers, product and order information in one place.

To handle the needs of a wholesale, merchant and distribution business you need an ERP system to manage your entire supply chain and operation. An ERP system will become the database for all your customer and stock information, and it will automate and streamline the processes across your entire business. This will not only help you easily scale and manage any increase in orders or inventory, but it'll also help you to expand into new markets with multi-channel sales management. It'll give you the control and visibility of your company's performance you need to stay one step ahead of the competition.

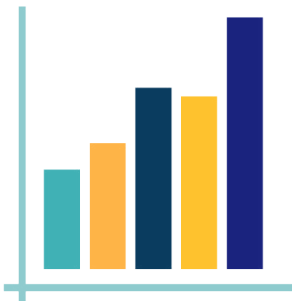To start your ERP implementation journey, you'll need to begin by listing your future business goals and deciding what software features and functionality you'll need to meet those goals. This will build your list of ERP requirements that will help you decide which ERP product could be right for you. The next stage is to choose a suitable product and supplier, and this requires some market research. With any supplier that makes it onto your potential list, it's crucial you arrange an initial consultation meeting to get to know the supplier and so they can get to know you to decide whether their solution is a fit. From there it's important to see a demonstration of their product and we also recommend speaking to customers of theirs to get honest reviews and advice.

To handle the needs of a wholesale and distribution business, you need an ERP solution to manage your entire supply chain and operations

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If you scored **AVERAGE** on the efficiency rating

It's likely your current operations are supported by one or multiple software systems that perhaps aren't integrated or don't effectively communicate with each other. Whilst you might not be using paper or spreadsheets to manage your entire business, it's possible that you're duplicating work across software systems or you're completing tasks outside the system before inputting the data. This means you're not reaping the benefits of a centralised software solution. With all your business processes integrated it increases visibility for smarter decision making, it reduces the risk of errors so you can provide a better service and it also improves productivity so you can do what you do best with maximum effectiveness.

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proofed and suitable for the long term. Can your current way of working and software systems support you in your future goals, whether that be growth, diversifying to new sectors or increasing routes to market etc.

The score highlights your current processes are reaching capacity and some maybe causing headaches already. It may be time to look in the market to understand what ERP systems are available and what suppliers you believe will make a good software partner to support you in the future. We recommend speaking to your preferred suppliers and get to understand what other companies in the market are doing and how the latest technology can help you drive your business forward.

If you scored **HIGH** on the efficiency rating

Congratulations on scoring high on the efficiency test, it looks like you currently have the right systems in place to run efficiently. But it's important to ensure you're utilising those systems to maximise its impact. This could mean taking additional training sessions to learn new areas of the system that have been forgotten. Or ask your supplier for an optimisation review so they can pinpoint areas of the software you're not utilising and look at adapting your processes to better work the system. We believe your business could still potentially benefit from a comprehensive ERP solution that's tailored to your industry and if your current solution is dated or not fully integrated, it's worth reviewing what's available in the market.

Another important factor in your business' efficiency is the overall IT infrastructure that supports the performance of your software solution. Does your current set up provide business continuity for remote working or in a disaster scenario? Could your business survive a cyber attack or a flood? It's this level of preparation and proactive planning that gives your

Another important factor in your business' efficiency is the overall IT infrastructure and cyber security that supports the performance of your software solution

business maximum protection and security to avoid any downtime. We recommend checking with your current software or IT provider to ensure your cyber secure, protected with tested backups and your hardware and hosting solutions aren't outdated.

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OGL Software helps System Hygiene to buy better and sell smarter

System Hygiene is an award-winning supplier of next-day cleaning, hygiene and safety products. Before OGL Software the business was managed with paper-based systems and basic office software which was causing headaches across the business.

With plans to expand and grow their online presence, System Hygiene needed a solution that would stand the test of time. Thirteen years later, OGL Software is still the digital core of the business. System Hygiene has improved their customer service and marketing with the fully integrated CRM system, they keep control of their stock with full visibility of their inventory, integrating their ecommerce website expanded their routes to market and increased sales, and importantly they feel confident in the solution because "it delivers what it promises, which is a welcome rarity in today's business age."

> **We would have no hesitation in recommending OGL Software to other companies. OGL Software is more than software – it feels like another member of the System Hygiene team.**

Read full success story

OGL Software

Conclusion

We hope this guide has helped you to understand your efficiency score and has provided recommendations that will help you to move forward.

If you have any further questions, we're happy to help – just give us a call or drop us an email.

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