

Laybond sees TaskCentre as the Glue that Brings People and Information Together.



“Having exception-based information delivered to the relevant stock controller is proving to be very important. It enables us to respond more quickly to getting a product on the production plan for manufacture or buying in raw materials.” Wendy Hill, IT Manager for Laybond

SAGE LINE 500

TaskCentre®

The UK's leading Business Process Management Solution

Business Requirements

- ⇒ Transform its ERP and CRM applications into event-driven solutions
- ⇒ Reduce operating costs
- ⇒ Better informed sales force

Solution Deployment

- ⇒ The extraction, formatting and delivery of information from its Sage Line 500, SalesLogix and MS Access applications

► Company

Laybond

► Industry

Adhesives

► Geographies

International

Business Benefits Delivered

- ⇒ Working towards the removal of time consuming paper chases
- ⇒ Optimised stock control procedures and risk protection
- ⇒ Significant reduction in time consuming administration
- ⇒ Greater departmental connectivity and awareness of critical information
- ⇒ Reduction of risk from key company processes
- ⇒ Information rich sales force

Case Study: Laybond

AUTOMATING BUSINESS PROCESSES

TaskCentre

Orbis Software (UK)

Laybond Products has been manufacturing and supplying specialist products for the construction industry, for over forty years.

The company's three divisions, Flooring, Roofing and Building Products and Industrial have products and systems specified for new-build and refurbishment projects throughout the world.

It exports a full range of products to over 40 countries. Markets have been built up both in the UK and overseas and Laybond is now a name recognised worldwide, with a distribution network spanning all corners of the globe.

Based in Chester, Laybond spans a 10 acre site, employs over 120 people and has an annual turnover of £23 million.

Laybond and it's initial interest in TaskCentre

The importance of Laybond's IT infrastructure to the success of the company has always been recognised by the management and it is was the ethos of continual improvement that drove the initial interest in TaskCentre. Specifically, Laybond was looking to transform it's Sage Line 500 and SalesLogix applications into event-driven solutions that would pre-empt any problems and automate those repetitive administrative processes that hindered employees.

Wendy Hill, IT Manager for Laybond explained in more detail about the initial interest in TaskCentre, "We needed a solution that would transform our ERP and CRM applications into proactive tools.

We found that things were happening too late in a process and causing a huge problem later in the chain of events. Yet, if we could pick up on a potential problem earlier we would be able to manage it more effectively and head it off before it develops into a serious issue."

TaskCentre and Laybond's field sales force, stock management and purchase ledger

The availability of real-time information is critical to all sales forces, regardless of the industry in which they operate. Without real-time information, existing customers can suffer from poor service or representatives may miss out on sales opportunities.

The commitment Laybond had to ensuring its sales force had all the information it needed was illustrated by Wendy, "Pre-TaskCentre, we would commit human resources to the construction and distribution of sales reports to our field representatives. Not only was this an internal drain but often the information within these paper-based reports was out of date."

Once TaskCentre was deployed the benefits of real-time business process automation were immediately evident, "With TaskCentre's dynamic document delivery capabilities, real-time sales information is automatically identified, formatted and distributed to our field representatives. These reports cover important issues such as customer turnover, daily sales orders, orders waiting to be dispatched or invoices processed today." said Wendy. She continued, "Because these reports are automatically triggered by conditions we define, we now not only have a

Case Study: Laybond

AUTOMATING BUSINESS PROCESSES

TaskCentre

Orbis Software (UK)
Suite 3, Bourne Gate,
25 Bourne Valley Road,
Poole, Dorset.
T: 01202 241115
F: 01202 241116
W: www.orbis-software.com

perfectly informed sales force but we have also dramatically reduced the amount of time and costs associated with this task.”

The management of stock is an ongoing activity for organisations like Laybond. Indeed, with effective stock control having such a considerable impact upon production techniques, such as Just-In-Time (JIT), it was critical that Laybond added exception reporting to its Sage Line 500 application.

The importance of adding exception reporting capabilities to Laybond's ERP application was highlighted by Wendy, “It is important for us to be instantly informed when stock levels fall below a given level. Furthermore, it is important for our stock controllers to receive detailed reports on sales orders placed on the system that would push fulfilment stock levels to a negative figure.”

Clearly, having the ability to receive event-driven information on stock levels is something that benefits the entire organisation and Wendy highlighted the impact TaskCentre has made, “Having exception-based information delivered to the relevant stock controller is proving to be very important. It enables us to respond more quickly to getting a product on the production plan for manufacture or buying in raw materials.”

The procurement of materials is crucial to companies operating within the manufacturing arena. Indeed, with all input costs directly attributing to the cost of the final product, it is crucial that Laybond have stringent procedures regarding purchasing.

This was explained by Wendy, “To ensure that all purchases are in line with company agreements we used to manually match any purchase ledger invoices against expected cost. Naturally, this would involve a number of paper chases but without this activity we could end up purchasing materials above agreed levels.”

The commitment of employee time and the risk of overspend were obviously the key business costs in this particular business process. Yet, as Wendy explained, the deployment of TaskCentre simultaneously eradicated all the risk and the manual paper chase associated with this key function, “Using TaskCentre we've been able to set in place 'checks' so that if there is a difference between invoice value and expected cost an HTML report is automatically created and sent to the management accountant, buyer and purchase ledger department to action an approval.” she continued, “The savings in time and risk from incorrect decisions are evident throughout the organisation.”

Laybond has also automated many other business processes including the notification of new accounts entered into SalesLogix, sales order processing or incorrect analysis codes entered for customers, suppliers and stock records.

When Wendy was asked to comment on Laybond's future plans for TaskCentre she said, “At present, we use TaskCentre to notify employees when a new product has been entered into Sage Line 500, however, we would like to take this further and use it for each stage of the product's approval for manufacture. Again, adding controls and removing costs.”