Case Study

GraniteWMS Provides Flexibility and Service for Newton Crouch Industries

Introduction

In 2019 Granite Warehouse Management System went live at Newton Crouch Industries (NCI) in Griffin, Atlanta, USA. After a long search for the right solution, NCI discovered that GraniteWMS offered the flexibility, value and service that they needed to optimise their business processes.

The Client – Newton Crouch Industries

Newton Crouch Industries (NCI) is a mid-sized business located in Griffin Atlanta, USA. It services the agricultural sector, manufacturing custom made agricultural equipment, with a special focus on spreaders and sprayers.

NCI has been serving the agricultural industry since 1940 and its equipment is used throughout the United States as well as in Canada, Mexico, Columbia, Japan, Thailand and Belize.

The company focuses on dependability and quality construction while also providing training, servicing, and parts for all the equipment it supplies.

NCI has both a production facility and a support and repair centre that holds a large inventory of spare parts for all equipment including pumps, fittings, and tanks.

The Problem – Finding the Right Solution

NCI were looking for a warehouse management system to help them keep track of stock and improve the efficiency of their operations, but they required a system that would suit their very specific needs.

The company had a number of established business processes that they did not want to change or disrupt. Major changes in an area such as receipts or inventory would cause significant disruption to the business, as they have a small number of people doing multiple tasks. They were simply looking to refine and optimise their current processes to increase productivity.

They also needed a solution that would integrate with Sage300, had a reasonable price point, and was not too complex or bogged down with enterprise features they did not need.

Because of this they had been looking unsuccessfully for two years without finding a solution that was right for them. While they had looked at a number of vendors, most solutions were too complex, cost prohibitive, and too rigid in terms of process and workflow, dictating processes when performing common tasks.

As a family owned business they had to see the benefits of a product quickly when justifying a purchase and needed a solution that was cost effective and would show results quickly.

The Solution – Flexible, Simple and Optimised

NCI implemented GraniteWMS in 2019.

The Granite Warehouse Management System is a software designed to deliver a simple, optimised and efficient warehouse management solution to mid-market manufacturers, warehouses and distribution centres, in need of a standardised barcode-based solution.

"All of the other vendors we spoke to dictated procedures to perform common tasks. They had a '*this is how you are going to do it*' attitude. GraniteWMS was the only company we spoke with that said '*we can perform the tasks using your current methods'*. This was important to us because we are a lean operation, so while refining our process is productive, massive changes are disruptive."

- Marty Crouch, Systems Manager at NCI

GraniteWMS is a cost effective, purpose built, simple to implement, and easy to use solution. It works as a stand-alone system or can be easily integrated into an existing ERP such as Sage300.

By implementing GraniteWMS a business creates full end-to-end traceability of all stock items and ensure accurate inventory.

Through labelling, scanning, and process visibility, GraniteWMS ensures that stock is well managed and processed with live validation, for more accurate picking.

In Short GraniteWMS offered the team at NCI the integration, flexibility, low cost, and optimisation that they needed.

After meeting with GraniteWMS it became clear that it was the only solution that was able to ensure NCI could continue to perform all tasks using their current methods, while still optimising their performance, reducing costs, and increasing accuracy. It was able to easily integrate into NCI's existing Sage300 system and GraniteWMS was well priced for the functionality that NCI needed, both on the initial installation, and for ongoing maintenance and support.

To implement the solution, the GraniteWMS team was onsite for just one week. During this time, they were able to integrate the system into NCI's Sage300 platform and conduct training for five warehouse staff.

They also assisted with a full take-on and labelling exercise for all stock and were able to implement end-to-end stock management, including stock receiving, picking, and issuing to production.

Why NCI Selected GraniteWMS

- GraniteWMS had a more reasonable price point for both installation and ongoing maintenance than other solutions

- GraniteWMS would integrate seamlessly with NCI's existing Sage300 system

- GraniteWMS was flexible and did not dictate how business operations should be performed, instead working with NCI's current processes.

- GraniteWMS was responsive and configurable, if NCI requested a tweak or change in information GraniteWMS was able to deliver it quickly and in the required format.

- GraniteWMS offered robust training and support, ensuring that NCI utilised the platform to its full extent.

Outcome – Efficiency and Accuracy

After implementing the Granite Warehouse Management System, NCI immediately saw an improvement in the efficiency and accuracy of their warehouse processes.

"Granite has been a pleasure to work with. Finally, a company that answers an email, call or text quickly and then doesn't hem and haw about whether or not they think they can fix it, they just fix it! Granite has consistently delivered what they promised, when they promised, and their work ethic and responsiveness has been a major asset in making the system work."

- Marty Crouch, Systems Manager at NCI

NCI provides support and repair for all items it has sold. This means that they have a large inventory of spares and parts, which often look very similar, as well as its inventory of new stock.

By implementing GraniteWMS, NCI has managed to greatly improve stock management and proper labelling and tracking has resulted in much more accurate picking. At the same time there is an increase in productivity as less time is wasted on correcting mistakes.

Because GraniteWMS is implemented and up and running in just a few weeks it was possible for NCI to see benefits quickly, as more accurate picking means fewer returns, and better stock management means less overstocking or understocking on items. The end-to-end traceability on all items means that NCI always knows exactly what stock they have on hand, and where it is.

"The flexibility of the GraniteWMS allowed NCI to work the way they wanted to, while improving accuracy and efficiency. The GraniteWMS team was onsite for a week during which we trained five warehouse staff and did a full take on and labelling exercise. We were also able to implement end-to-end stock management, including the stock receiving, picking and issuing to production."

- Craig Collins, CEO of GraniteWMS

After the initial installation GraniteWMS has provided ongoing support and service remotely from the South Africa office, where all support requests are handled within a two-hour response time.

The flexibility of GraniteWMS allowed the NCI team to work the way they wanted to, while improving accuracy and efficiency, and whenever NCI needed a 'tweak' in information, GraniteWMS was able to deliver in the

required format, and ensure the system was working optimally.

There are now plans in place to roll out GraniteWMS to the additional stores in Albany and Sebring.

"The people at Newton Crouch are a pleasure to deal with. Relationships built outside of the office turn customers into friends, and those are indeed the best customers.

I caught my first Bass while out fishing with Steve Crouch after go-live, and meeting the entire company at their end of year Christmas function was wonderful."

– Craig Collins, CEO of GraniteWMS

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