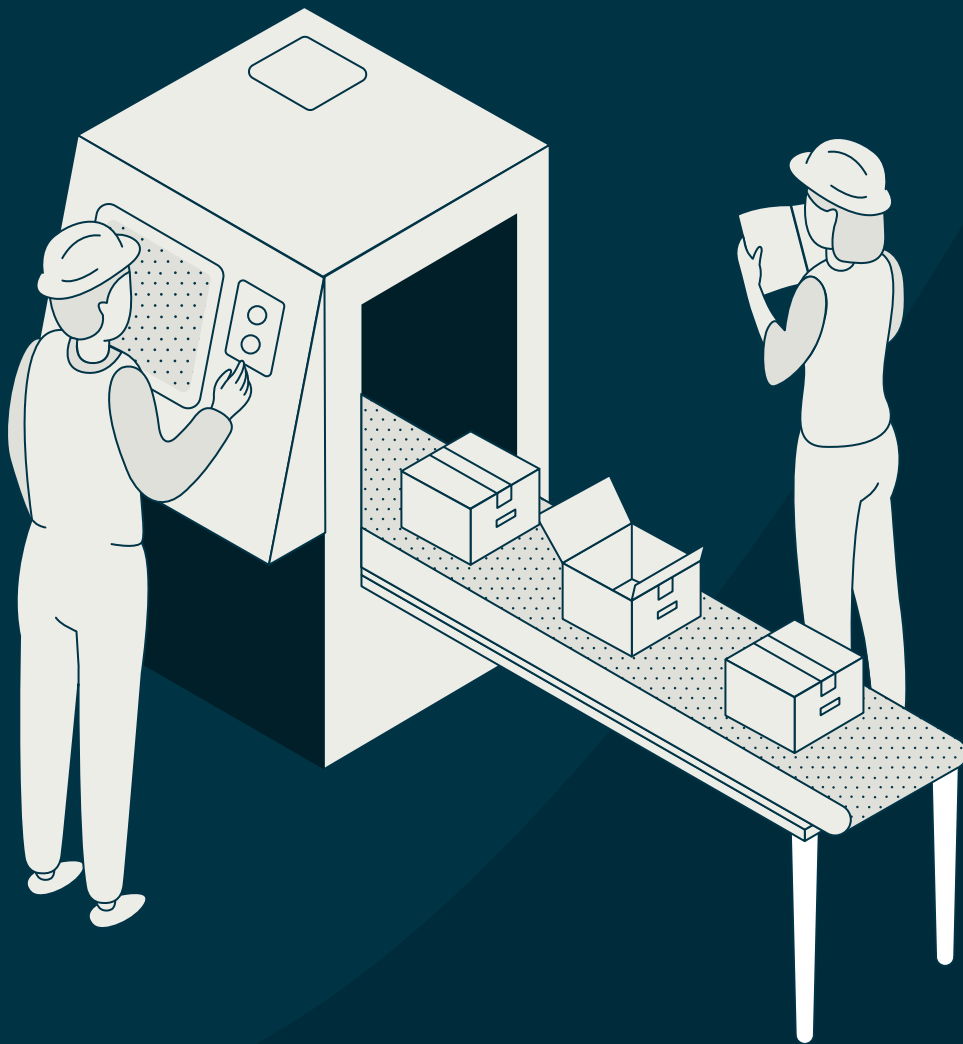


Cloud ERP provides scale for Mann & Noble's global expansion

With Mann & Noble primed to expand its predominantly APAC-based business to the US, it was important to shift from a clunky server-based ERP system to a seamless cloud-based platform.

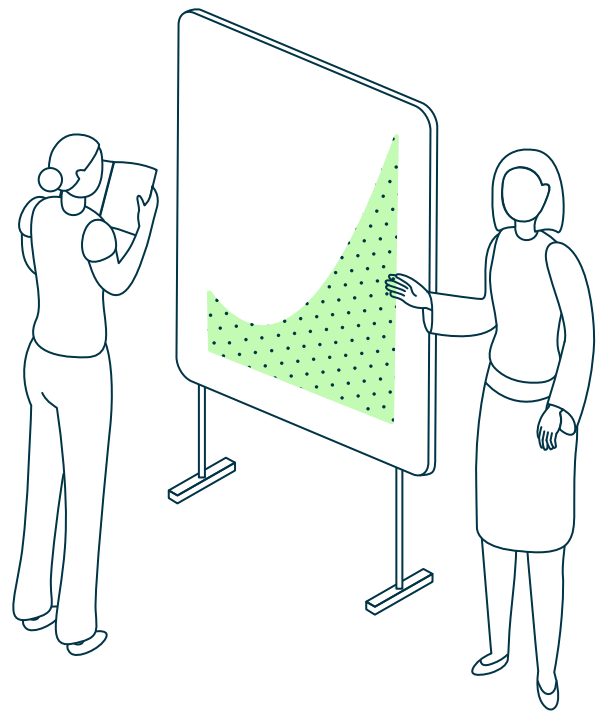


Rapid Scalability

Founded in 2010, Australia headquartered Mann & Noble group grew quickly due to its ability to rapidly scale businesses both domestically and globally. Originally renowned for its retail business, which distributed household appliances in Australia, New Zealand, Singapore and Malaysia, Mann & Noble entered a new era last year when it sold its subsidiary to Chinese appliance manufacturer JS Global.

While continuing to provide product delivery, customer service, returns and in-store sales representative services for various brands through its warehousing subsidiary Mann & Noble IOS, the group's growth plans now focus largely on its hotel equipment supply business along with its investments in beverage manufacturing, including the popular Pureau water brand in Australia and two drinks brands and canning businesses in the US.

To continue to deliver the scale required to support its expansion plans, Mann & Noble needed to review its ERP software. While the divested retail business was running on NetSuite, the subsidiaries that remained were running a server-based Sage system and had been for over a decade.



It was quickly assessed the Sage system would not be suitable for the US expansion.

“The Sage system had a login via remote desktops and was clunky for people outside the office. It would have been nigh on impossible to roll the US businesses into our Sage platform,” says Rob Harris, Finance and Operations director at Mann & Noble Group. “Having used a different version of NetSuite with the old retail business, we chose to implement cloud-based NetSuite ERP in the new businesses. The ability to expand far more easily was a major decision driver.

“We didn’t necessarily need to choose NetSuite, even though we’d put it into other parts of the business. Mann & Noble IOS is a manufacturing and warehousing business so it’s slightly different to the retail business with different complexities. But through doing our due diligence the production element of NetSuite met our needs and was a key part of the decision process.”

Seamless integration

Supported by Jcurve Solutions, a leading implementation partner for NetSuite ERP, Mann & Noble completed a staged rollout of NetSuite ERP over several months. As a lot of work was done in the discovery phase by Jcurve, in terms of Mann & Noble's manufacturing requirements and how the system should be set-up to support them, it made for a fairly smooth deployment.

The implementation also included integration with Mann & Noble's existing warehouse management system (WMS), which has facilitated a smooth transition to automatic billing. The company now receives orders directly from customers that go straight into the WMS and, when ready for shipping, the relevant data is pushed back into NetSuite, which creates the invoice.

Crucially, having NetSuite in place means Mann & Noble can roll diverse businesses seamlessly into one platform while developing an internal outsource model which taps into cheaper resources in other parts of the business for things like functional processing. For example, the company is now able to utilise its Accounts Payable team in Thailand for all global operations.

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The NetSuite system can be accessed seamlessly from anywhere and the security is strong and user friendly.

Rob Harris

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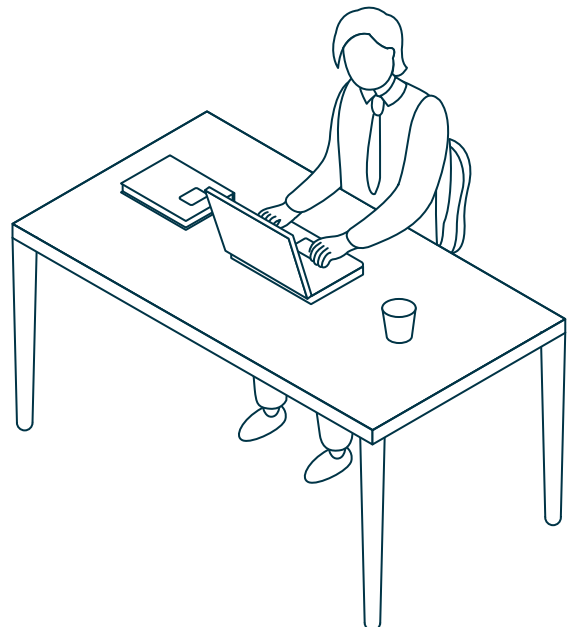
The scalability, being able to work across multiple locations, the hybrid working of WFH and in the office, NetSuite just makes everything a lot easier.

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While we haven't reduced headcount since using NetSuite – we already had a lean team – it will allow us to scale without necessarily adding to our headcount as quickly as we would have under the old system. We can bring in the two US businesses, for instance, without increasing headcount in Australia and have a better service than what we have at the moment.

Rob Harris

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Enhanced reporting

The most demonstrable value from NetSuite, however, will come from the increased level of reporting and access to data. As a manufacturer of high volume, low margin items, Mann & Noble must be able to meticulously control the bill of materials and track standard costs versus actual costs. As a result, it was imperative that the new system could control the bill of materials to the same level as the old Sage system, which tracked every piece of raw material to the cent.

NetSuite goes even further, in fact, by enabling Mann & Noble to drill down by brand. If a spike in wastage is identified on labels, for instance, NetSuite can accurately identify which particular brand of labels is responsible, allowing Mann & Noble to more directly tackle the issues at hand.

Meanwhile, the new system has also improved Mann & Noble's batch tracking, which historically was a very manual process. A production manager would physically write down where all products with a best before date were shipped. If a problem was reported with a product, someone would have to go back through the paper copies to see where the items were shipped and send people to stores and distribution centres to recall products with those dates on them.

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We had no way of tracking batches in our old system so it was all done on paper. We're now able to track through NetSuite where all of that has gone and we can get that information a lot quicker versus sifting through a filing cabinet.

Rob Harris

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And someone doesn't have to spend 10 to 20 minutes every production shift writing down what's been produced today and what palette number it's gone on. From the production side of the business, being able to track batches has definitely been an advantage and provides greater assurance in the business.

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NetSuite has certainly given us a lot more insightful information, visibility and automation than our old system. The controller product and controller pricing is also much better within NetSuite. Having the scalability of a system such as NetSuite is a huge step forward from where we were and gives us a seamless, cloud-based system which will underpin our global expansion efforts.

Rob Harris

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