



# Case Study

Client: Couta Group

## Overview

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EXO4PDA helps Couta Group improve supply chain efficiency and provides a platform for future growth.

Couta Group encompasses a family of brands with a singular focus on providing high quality, innovative and cost effective products the plumbing and construction industries.

## Struggling with stock levels

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Couta Group was utilising MYOB EXO as it needed scalability, multi locations and multi-currency for its accounting system.

However, the management team at Couta Group needed more and wanted to increase accuracy in their warehouses and overall operations view of work flow in their different locations.

## Discovering The RIC Group

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Couta Group had the primary aim to increase accuracy and efficiency in the warehouse operations.

The RIC Group was introduced to Couta Group by the MYOB EXO partner and gathered the complex requirements for the warehouse operations.

## The right features

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Couta Group looked into EXO4PDA and immediately knew they were speaking to the right people at The RIC Group. Gavin Shaw CEO of Couta Group says "We could see that immediately speaking with Paul from The RIC Group, he was very knowledgeable of supply chain operations and asked all the right questions.

Couta Group needed a warehouse solution that was seamlessly interfaced with MYOB EXO and reduced administration tasks. Gavin says "With any system installation, there's a certain amount of customisation that needs to be done. But that can end up being costly. However, with The RIC Group solution being available 'off the shelf' it kept the costs down and allowed for an easy implementation in all three warehouses which are in different states.

Introducing bar code scanning to the warehouse has enabled high accuracy and productivity while keeping the costs of labour down. Mis-picks, over-picks, and under-picks have all been eliminated including the paper trail.

As part of the solution The RIC Group implemented the PDA's scanners which connected WIFI to head office from multiple states in Australia.

## Full steam right of the blocks

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Mick the Operations Manager is in no doubt what the most significant contribution has been from the EXO4PDA solution.

"EXO4PDA allowed us to have complete visibility across all locations. There were some teething issues to start with, but with quick and accurate responses from the support team at The RIC Group they were quickly rectified. To have a solution which allowed me to see the operations from all three warehouses and have no double entry has been nothing short of fantastic.

"Being able to set it all up in three different states in such a short time is a real bonus too," Mick adds.