



# Case Study

Client: Raw Materials

## Overview

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Based in Footscray, near Melbourne, Raw Materials began in 2002 with the vision of providing fantastic quality groceries to countless food lovers, Australia wide.

Raw Materials aim to inspire customers to cook, entertain and enjoy eating through exceptional food with outstanding quality and value for money.

## Looking for the right recipe

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Raw Materials have been using MYOB EXO for over four years and it was proving to be the right product in most of the areas for the business.

They were using an Add On for scan packing in the warehouse but there were a number of short falls with the system.

It was not totally integrated with MYOB EXO and was still leading to packing errors which was causing Raw Materials to lose gross profit.

## Discovering The RIC Group

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Raw Materials was introduced to The RIC Group with the primary aim to increase efficiency and reduce paper in the warehouse operations.

As EXO4PDA is written by The RIC Group, it gave Raw Materials confidence as it could be modified to adapt to their changing needs as the business grew and in the future.

## Setting things up right

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According to Raw Materials, The RIC Group's scoping of the project was first-class. Gary from Raw Materials who is the General Manager said "Paul Ellis from The RIC Group looked deep into the business and warehouse needs and asked all the right questions".

On top of the standard functionality, there were a number of specific tweaks that

The RIC Group needed to make. "Not only did we need it seamlessly integrated with MYOB EXO but it had to have the orders to pick shown by state on the PDA device" said Gary.

## Feeling the benefits across the business

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Several months down the line, Raw Material's staff have adapted well to the new warehousing solution from The RIC Group.

"There have been a few hiccups of course" says Gary, "but many of those were down to us getting to grips with a mobile windows based PDA solution for picking and packing".

"It's not been a hard sell internally – the advantages are there for all to see. The warehouse is now able to complete significant amount of the whole process without the office interaction now.

This also means we have been able to comfortably able to handle more orders" says Georgie the Operations Manager for Raw Materials.

## Streamlining for success

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Summing up The RIC Group, Gary says he couldn't recommend them more highly.

The result from implementing the EXO4PDA software for the warehouse at Raw Materials has been less paper and more orders.

Since implementing the warehousing solution Raw Materials has increased the number of orders picked and packed per day significantly.

Packing errors have been reduced considerably and the complete work flow through the warehouse has been streamlined.