



Case Study

Client: Totally Natural Products

Overview



Totally Natural Products is an Australian and family owned company.

Founder and Managing Director Frank Caruso is passionate about natural living and believes the best solution to our nation's growing health problems is not prescription drugs but the education of Australians about the prevention of disease.

The story before...



Totally Natural Products were an existing user of MYOB Premier utilising The RIC Group warehouse solution.

They then decided to upgrade to MYOB EXO to improve efficiencies in other areas of the business but informed the MYOB EXO partner the warehouse solution from The RIC Group must be part of the overall solution.

This wasn't a problem as our EXO4PDA products already integrated with MYOB EXO.

Discovering The RIC Group



Totally Natural Products was introduced to The RIC Group with the primary aim to increase efficiency and reduce paper in the warehouse operations.

The RIC Group met with Totally Natural Products early in 2008 while they were using MYOB Premier and discussed the portfolio of products and The RIC Group discussed with Totally Natural Products on the blueprint of how the implementation would be conducted of the warehouse solution and explained the benefits it can deliver to Totally Natural Products.

Exceeding expectations



Totally Natural Products went live with MYOB EXO and the EXO4PDA solution was simply switched to look at the MYOB EXO database without a hitch. Mike the Operations Manager from Totally Natural Products says "Our mistakes have reduced dramatically and we are very happy with the system. The software exceeds expectations and has streamlined the operating processes."

Introducing bar code scanning to the warehouse has enabled high accuracy and productivity while keeping the costs of labour down. Miss-picks, over-picks and under-picks have been eliminated and as part of the solution The RIC Group implemented the WIFI bar code scanners.

Summing up



Frank the Managing Direct from Totally Natural Products feels the solution has saved the company money and would be happy to recommend the warehouse solution to anybody using MYOB EXO. He says "it is seamlessly integrated with MYOB EXO and has stopped all data entry from the administration users."

Mike says "having a system in place that guides the warehouse every part of the picking and packing process has given the team at Totally Natural Products peace of mind." Having implemented this solution has allowed Totally Natural Products to focus on other areas of the business to enable growth.