

ORDERWISE®

Fast, Powerful Business Software

**Driving efficiency
across all your
daily operations**

www.orderwise.co.uk



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A Comprehensive End-To-End Modular Software Suite

OrderWise Business Management Software is a comprehensive system that grows with your business – a scalable and fully integrated all-in-one ERP solution to manage your operations effectively from end-to-end.

A fully scalable, all-in-one solution

OrderWise is a comprehensive business management software suite that brings together your supply chain, order management, stock control, distribution and financial processes into a single application held on a single database. Designed to be used by businesses of all sizes, industries and sectors, our modular structure means OrderWise can be scaled to meet the specific requirements of both B2B and B2C businesses. This allows you to buy only the features you need and grow into the rest later, providing a strong infrastructure that drives better performance and supports ongoing expansion.

I can honestly say within four months we were far, far ahead of where we ever were before with our previous system.

DMS Flooring Supplies



OrderWise Core Modules

- Stock Control
- Sales and Purchase Order Processing
- Despatch and Goods In
- Invoicing and Reporting
- Accounts Integration

Maximise efficiency in your daily operations

As a Microsoft Gold Partner in DevOps, OrderWise is written in the very latest Microsoft .NET programming language and uses a Microsoft SQL Database to store its data, allowing OrderWise to store a substantial amount of information that is seamlessly shared effortlessly between departments. Operating using cutting edge desktop and mobile technology, OrderWise is a solid solution built to dramatically increase the accuracy, efficiency and cost-effectiveness of your everyday business processes. OrderWise can be installed on your server or cloud hosted for easy access online - anytime, anywhere.



The right solution to fit your business as it grows

Whether you are a wholesaler, distributor, merchant, web trader, reseller, stockist, retailer, manufacturer or something else entirely, OrderWise can provide you with a reliable, easy-to-use solution to manage your business effectively, both now and in the future.

OrderWise Additional Modules

- Ecommerce Platforms
- Ecommerce and Marketplace Integration
- Courier Integration
- Mobile WMS for Android
- Warehouse Management
- Marketing and CRM
- RFMA Customer Profiling
- Business Intelligence and BI Alerts
- KPI Dashboards
- Accounts
- Manufacturing and Kitting
- Stock Transfers
- Trade Counter POS
- Retail Store EPOS and mPOS
- OrderWise Mobile App
- 3PL Billing

About Us

Deciding to implement a new business software system is a major decision that requires careful consideration. Not only is it a financial investment but will ultimately be the solution on which the future growth and success of your business relies. Therefore, it's important to get to know your software supplier so that you can confidently invest in a business solution with a company that has the financial strength and resources to support your business, both now and in the longer term.

Experience you can trust

Here at OrderWise, our software is developed, quality-tested, installed and supported directly by us, the manufacturer - not a dealer who is only provided with the software and therefore limited in their ability to deliver the right solution to your business. Founded in 1991, we have nearly 30 years'

experience in providing solutions to businesses like yours, writing our own software as well as implementing it. Because we are so dedicated to our product, this gives us the edge over software dealers and makes sure your company receives a superior business management solution as well as a first-rate implementation and support service too.

Today we employ over 200 staff at our purpose-built head offices in Saxilby near Lincoln, all of whom specialise in OrderWise. In total, we have 15 individual departments with each one playing a significant role in the continuing success of our software and customers. Together we help to deliver every aspect of our product, from the development and testing to the selling, training and implementation, all the way through to the ongoing support and account management.

We provide extensive, award-winning training to every single new member of staff, as well as constant on-going internal training, that ensures our staff have the knowledge to

OrderWise Key Facts

Company Founded	1991
Staff resources Total	200 +
Companies using OrderWise nationwide Total	1100 +
New features and functionality Each year	600 +
Investments into development Each year	£2 million +
OrderWise individual users Total	15,000 +

Each member of our dedicated staff spends all their time every day making our business management software bigger and better, helping our customers to get the most out of it. In short, Wise Software is an established, profitable, well-connected company, staffed by remarkable people, behind a truly exceptional product.

David Hallam, OrderWise Managing Director





provide the very best services to all our valued clients. With that knowledge, you can be confident when dealing with OrderWise that our wealth of experience can directly benefit your business.

Investing in the product that supports your business

We know how fast technology moves and how important it is for your business management software to keep up with emerging technologies so that you remain competitive. That's why we invest over £2 million each year into the continuous development of our products and services to ensure your business always benefits from the very latest in business software to support your growth.

As a result of this continuous investment, we install over 150 new OrderWise solutions every year, with over 1,000 companies using our software today to run their operations on a daily basis. But don't just take our word for it, check out our credit rating - our company number is 04633298. You'll see we've been well positioned financially to help companies like yours for many years.

Meet the team & see the company behind the software

We are immensely proud of our passionate team and we would love for you to meet them. We extend an open invitation to come visit our premises so we can show you the full scope of our extensive resources through a grand tour of our building, Warehouse Automation development room and state-of-the-art training facilities.

In addition, we can put you in contact with existing customers using OrderWise. Visiting a reference site is a valuable way to speak to an existing user of OrderWise and gain confidence in our software and in us as a supplier. Seeing how a company uses OrderWise can also give you a new perspective on common business processes, showing you what can be achieved with a business management software system from a proven supplier.

Awards

2020

- **Winner - The Strategy & Design Award**
Supply Chain Excellence Awards

2019

- **Innovation Award - National Finalist**
Lloyds Bank National Business Awards
- **Family Business Entrepreneur of the Year - Regional Winner, David Hallam Founder & CEO**
NatWest GBE Awards
- **National Finalist - Multi-Channel Solution & Technology Vendor of the Year**
Retail Systems Awards
- **Enterprise Product of the Year - National Finalist**
National Technology Awards

2018

- **Business of the Year**
Lincolnshire Tech & Innovation Awards
- **National Finalist - Multi-Channel Solution of the Year**
Retail Systems Awards
- **Regional Winner - Business & Product Innovation**
FSB Awards

Accreditations

- Microsoft Partner Gold DevOps
- UK Warehousing Association
- ICAEW Accredited Software
- HMRC Approved
- Registered Sage Developer
- GS1 UK Industry Partner
- Cyber Essentials
- Electrical Distributors' Association



Stock Control

Fulfilling customer requirements accurately, efficiently and on time is high on the list of priorities for every company, and to achieve this, effective stock control is key.

To manage this, OrderWise uses the very latest software technology to control every item of stock your business holds. It doesn't matter what your stock is, how many items you hold or in how many locations - OrderWise will handle it all for you.

Complete stock visibility from end-to-end

OrderWise allows complete visibility of your stock holding, costing and prices. Integrated with all OrderWise Ecommerce Platforms and modules such as Sales, Purchasing, Despatch, CRM, Accounts, Manufacturing and more, OrderWise provides a full, accurate picture at every step of the supply chain. What's more, OrderWise Stock Control can also provide full batch and serial traceability along with expiry date control to meet even the most stringent industry requirements.

With OrderWise Stock Control, you will be advised on what to order, when to order and from which supplier, taking into account many aspects of stock control including minimum and maximum stock holdings, seasonal trends, sales order and works order demand, minimum order quantities, minimum order values, lead times and costs.

Innovative stock control with barcode scanning technology

Having precise control over stock levels is fundamental for your business, enabling you to capitalise on all sales opportunities and keep costs to a minimum. Combined with our intuitive Mobile WMS for Android, OrderWise Stock Control allows businesses to take full advantage of barcode technology in order to increase the productivity and efficiency of all their daily warehouse and stock management tasks, so that all your sales channels always show the correct stock levels.

For businesses managing multiple warehouses, branches, stores or depots, an additional Stock Transfer module is also available. Working alongside OrderWise Stock Control, the Stock Transfer module enables businesses to easily and accurately move stock between multiple stock locations whilst retaining full stock visibility and true stock valuation figures.



The system enables staff using OrderWise to quickly see what stock is needed, where and for when, based on that stock location's current demand. Transfers can then be picked, packed and shipped alongside regular orders, to then be booked in and received at the required destination, allowing for consistent, accurate stock management across multiple sites and channels to be easily achieved.

What's more, OrderWise also ensures that stock takes, stock adjustments, movements, discrepancies and write-offs are all handled with maximum speed and accuracy.



OrderWise Stock Control can be used to manage multiple:

- Stock locations
- Bin numbers
- Part numbers
- Sales unit quantities
- Purchase unit quantities
- Descriptions, comments and attributes
- EAN codes and easy EAN generation
- Suppliers and supplier part numbers
- Custom fields
- Documents (PDF, Excel, etc.)
- Pictures (JPEG, GIF, etc.)
- Product categories
- Price lists in any currency
- Manufacturer information
- Weights and volumes
- Serial and batch traceability
- Expiry dates
- Minimum shelf life accepted by customers and from suppliers

OrderWise software plays a key role within the core of our business. We promise our customers the most efficient and proactive service when ordering with us and OrderWise is crucial in helping us provide that.

Running Imp

Sales

However orders and enquiries are handled, whatever sales channels are used, whether there are a handful of sales staff or hundreds across multiple locations, the key to achieving an efficient and successful sales operation is fulfilling the requirements of each customer, sales role and sales channel effectively, both now and as the business grows.

A complete sales management solution

Designed with the sales person in mind, the OrderWise Sales module offers businesses a complete sales management solution with both a fast and an intuitive interface. Presenting staff with all the tools they need to ensure exceptional customer service is given each and every time, OrderWise Sales provides users with instant access to relevant information combined with comprehensive functionality to effectively manage selling across multiple channels. By using the OrderWise Sales module, which is fully integrated with all elements of the OrderWise system, companies can ensure that the profitability of each opportunity is always maximised.



Whatever your business, OrderWise helps you make the most of every sale, giving you the tools to upsell, cross-sell and increase your overall sales value. Businesses can benefit from comprehensive and structured management of product pricing, customer price lists, special offers and discount structures too. Whether selling B2B, B2C or both, OrderWise handles multi-tier pricing and price lists, customer special prices, quantity breaks, time limited offers, multisaver deals and more, so staff no longer need to look up pricing as the correct sales price will be automatically applied for each customer.

Drive efficient sales order processing

OrderWise Sales is proven to drive efficiency, with functionality specially designed to help speed up common processes. The best part is OrderWise Sales is seamlessly integrated with the rest of OrderWise, creating a complete end-to-end order management solution built for successful delivery of sales strategies across the entirety of your business.

Key Features Include

- Gain comprehensive sales and order management control
- Fast multi-user operation
- Instantly see margin/profit by line and order
- See stock availability and drill down further
- Up and cross-sell with suggested and alternative items
- View and utilise customer previously sold and quoted history
- Set up multiple price lists and commonly used discount offers, such as buy one get one free
- Handle multi-currency orders
- Manage quote creation, management and conversion
- Rapid customer and product search
- Easily apply delivery methods, charges, dates and locations
- Full user access and security privilege management
- Ensure credit control procedures are met
- Control back to back and drop ship ordering
- Easy document distribution via print and email
- Create various user-defined custom fields for analysis



OrderWise gives us tight control of stock and key information is available at a glance, so we can see how many products we're selling and to where we're selling them.

Michael Timms, Commercial Stock Manager for Oxford Pharmacy Store



The central hub for all your sales channels

OrderWise Sales presents businesses with one centralised solution for gaining complete visibility of all sales activity and order history for all their integrated sales channels. This includes telephone, email sales orders, trade counter sales, retail counter sales, all website sales, EDI, marketplace sales, including eBay and Amazon, reps out on the road and trade show sales. By eliminating order re-keying and multiple data errors, OrderWise Sales delivers a powerful order management solution to provide outstanding control of every order from every channel.

Ecommerce Platforms

Whether you are looking to update your existing website or trade online for the first time, the OrderWise Ecommerce Platform offers a simple, stress-free solution for managing online sales.

Drive sales, streamline orders & retain custom

Extensively integrated and responsive, our Ecommerce Platform gives your customers control by providing accurate information that helps you to maximise sales and increase profitability.

Our fully featured Ecommerce Platform can be configured to suit the requirements of your retail or trade business. Working closely with our experienced OrderWise ecommerce team, we will deliver an integrated website or portal that translates your company's brand, ethos and aspirations.



End-to-end management from one central platform

Most importantly though, OrderWise Ecommerce Platforms integrate directly with the main OrderWise system. Developed in-house, this integration allows orders to be automatically imported and key information updated to your online trading platform, saving time and ensuring accuracy.

By being able to share customer and product data through this seamless integration, the OrderWise Ecommerce Platform can present all the key information your customers need to receive a first-rate shopping experience. This includes automatic synchronisation of pricing, products, suggested/alternative items and stock figures, as well as the ability to enable customers to view their full order history, invoices and credit information.

With a user-friendly interface that is easy to navigate and ideal for fast trading, along with a simple checkout process with abandoned basket follow up, you can ensure your business meets objectives and drives sales.

From within the website administration area on the OrderWise Ecommerce Platform, users can access a range of tools for managing marketing, newsletters, promotions, gift certificates, voucher codes and reward points, meaning you can maximise sales and grow your customer base with ease.

Key Features Include

- Suitable for B2B and B2C trading
- Customer specific pricing mirroring OrderWise
- Comprehensive integration with OrderWise Business Management Software as standard
- Responsive design for desktop, mobile and tablet
- Range of marketing tools
- Full support and hosting
- Design and configuration compatible for either retail or trade operations
- Reduce website maintenance and management tasks
- Allow customers to view their full order history, invoices and credit information
- Payment gateway integration
- Continuously developed in line with OrderWise ERP

Better service & lower costs with inclusive hosting & support

By using the OrderWise Ecommerce Platform, you also benefit from a cost-effective support, upgrades and hosting package from one provider to cover your entire front-to-back end operations. Eliminating the need to contact multiple companies in order to find the resolution to your question - one call to us and we can advise on the right course of action.

The essential omni-channel solution

Whether you are looking to manage B2B sales using a trade account login, boost retail trading or have an online presence as part of a multi-channel sales strategy, the OrderWise team can deliver exactly what is needed. With the ability to configure the OrderWise Ecommerce Platform to meet your requirements, your business can benefit from a fully featured online trading channel that provides the omni-channel buying experience your customers expect.

It's all about integration, that's the most important thing. Now we can take an order on the website and it will go all the way through to actually being picked and invoiced, all in one simple process.

A. Perry Ltd

Ecommerce Integration

If your business is looking to manage all of your current websites and online sales channels from just one central hub, then OrderWise has the answer.

With a dedicated in-house ecommerce team, OrderWise offers an all-in-one solution to manage your online or multi-channel business from end to end. If your business is looking to gain automated management of all your online sales channels by integrating OrderWise to existing websites, marketplaces and EDI providers, our experienced ecommerce team can work with you to ensure that this is achieved.

With the ability to automatically import orders as they are received, keep your stock levels updated to prevent overselling, synchronise current pricing and send despatch updates to your customers, OrderWise Ecommerce Integration provides the perfect solution for handling all aspects of your online trading.

The integration of online orders through OrderWise has enabled us to increase sales volumes without recruiting additional staff.

Countrywide Healthcare Supplies

Effortlessly automate electronic trading

With seamless integration to over 50 online platforms including Magento, eBay and Amazon, OrderWise Ecommerce Integration offers a central hub to manage all of your online sales channels. What's more, you can save time and focus on maximising sales with the ability to automate trading and eliminate rekeying of data between your separate channels.

If your company deals with large corporations or supermarket chains, then OrderWise EDI (Electronic Data Interchange) simplifies the process and allows you to trade effortlessly, importing the orders directly into OrderWise to be processed as per usual.

With OrderWise Ecommerce Integration offering the stress-free functionality to increase order processing speeds, businesses will be able to improve customer satisfaction and provide a first-rate level of service ensuring orders are swiftly managed from one single system.

To easily set up offers across all of your online platforms, ecommerce Deals can be used. This structured management system for efficient handling of online offers across multiple channels allows sales volumes to be increased and stock to be used more profitably.



Much more than just online integration

With OrderWise Ecommerce Integration, businesses also regularly receiving sales orders in CSV or Excel file format from their customers can reap the benefits of a highly accurate and fully automated sales order import mapping process. Using this functionality ensures an accurate and effective method of processing and fulfilling customer orders, regardless of the format in which they are received.



Key Features Include

- Automate electronic trading by managing all processes from one central hub
- Integration to popular ecommerce platforms such as Magento, Shopify, WooCommerce and X Cart
- Integration to marketplaces including eBay, Amazon, Not On The High Street and Groupon
- Extensive range of automated data import and export functionality
- Links to marketplace aggregators such as Channel Advisor that offer 100s of integrations
- Integration to EDI platforms used by Asda, Tesco, Morrisons, Waitrose and John Lewis
- Reduce overselling and promote better service

Marketplace Integration

Whether trading through one account on one marketplace or multiple accounts across several different marketplaces, OrderWise has the perfect solution to suit the needs of your online business.

Online marketplaces provide instant access to an established customer base and are now an essential part of multi-channel trading, with many businesses trading extensively through the likes of eBay, Amazon, Groupon, Not On The High Street and more, as well as their own web shop and trade or retail counter stores.

Trade across multiple marketplaces with ease

Integration between popular marketplaces like eBay or Amazon and OrderWise not only eliminates the need for manual processes but also enables huge efficiency savings to be achieved. By removing the need to rekey and update information, businesses can ensure product listings and order details always maintain the highest level of accuracy, including postcode format validation to identify incorrect details before shipping and reduce costly delivery errors.

We've got 28 sales channels so being able to keep an eye on them altogether and all at the same time is very useful – something that we also never had the ability to do before was control our Amazon FBA shipments and tracking there, so that's been wonderful too.

PJA Distribution

A central hub to manage eBay, Amazon & Google Shopping Listings

OrderWise provides you with a central hub to manage all your product listings and marketplace sales orders effectively.

Whether listing pre-existing items to sell through one marketplace or creating brand new products to sell through multiple different seller accounts as part of a larger online trading operation, OrderWise has the functionality to ensure product listings are always handled effectively.

With marketplace listings, businesses are presented with a comprehensive all-in-one solution for managing every aspect

of their marketplace trading on eBay, Amazon and Google Shopping. By using the extensive suite of functionality available with OrderWise, businesses can manage the creating and listing of products on these popular marketplaces, as well as automate product price changes on Amazon using our intuitive repricing tool to help you stay competitive and maximise sales.

OrderWise also offers a range of features for businesses trading to and via Amazon. Our software directly integrates to the Amazon Merchant Fulfilment Network for fast delivery at the click of a button, with integration to Amazon Vendor allowing companies supplying to Amazon to achieve efficient processing of high order volumes on the back-end. What's more, OrderWise Amazon integration also includes functionality to handle Fulfilment By Amazon (FBA) as standard.



Key Features Include

- One centralised location to manage your complete marketplace trading operation
- Easily combine all your online and offline trading channels including eBay and Amazon
- Integration to Amazon FBA, Vendor and Amazon Merchant Fulfilment Network
- Remove the need to rekey information and maintain accuracy
- Improve staff productivity by streamlining all aspects of marketplace trading
- Easily manage the creation and listing of products on eBay, Amazon and Google Shopping
- Complete visibility from a one-view grid for easy marketplace management
- Automated product price changes to keep you competitive with intuitive repricing tools
- Identify incorrect details and reduces costly delivery errors with postcode validation
- Automatically select the most cost-effective courier every time with OrderWise Delivery Rules



Store EPOS



With businesses operating bricks-and-mortar stores increasingly looking for ways to keep up with their online competitors, it is important to find ways to save money, improve productivity and, most importantly, boost sales. For companies trading in these retail, trade counter or cash and carry environments, having the right EPOS software is often an essential part of maximising potential efficiency within the business.

With OrderWise Store EPOS, businesses can reap the benefits of retail management software that allows them to process all their daily operations from one central system. Linked to all online channels and back-end processes, Store EPOS is a feature-rich and seamlessly integrated electronic point of sale that allows retailers and omni-channel traders to achieve greater operational accuracy and efficiency.

EPOS software that delivers a fully integrated solution

Through an easy-to-navigate user interface, OrderWise Store EPOS offers the ability to manage store by store, controlling tills, users, price lists, stock locations, returns, click and collect orders, gift cards, loyalty points and a wide range of popular payment methods. Multi-currency compatible



and designed to be efficient even at the busiest of times, till attendants can use OrderWise Store EPOS to quickly search for products by category or by scanning a barcode for instant stock visibility before quickly building up customer orders.

For retailers operating with 'flagship' stores, OrderWise can also be used to enable outlets to be prioritised when it comes to allocating stock to fulfil demand, ensuring that your busiest stores always have the necessary supply of stock.

With OrderWise Store EPOS, businesses can relax knowing that when a WiFi connection goes down, the seamless offline mode will continue as normal until you're back online and data will then be instantly re-synced automatically with the main OrderWise system. For companies operating large retail environments across multiple stores, removing the worry of any downtime gives you the peace of mind that your daily operations will always run smoothly.

By providing your staff with this robust, versatile and dependable customer service tool, OrderWise Store EPOS gives you the power to provide your clients with first-rate service right from the front line.

OrderWise Store EPOS & mPOS technology

With OrderWise Store EPOS, businesses are not restricted to a fixed till as they can access all the existing functionality of the comprehensive EPOS from a mobile tablet. This queue-busting software enables staff to handle the checkout process at any time and at any point in the store using their tablet, removing the limitations of one static till location and eradicating the possibility of growing queues.

This fast, simple functionality creates an enjoyable experience for customers and takes a straightforward approach to taking payment for a sale, whilst assisting employees in their focus on serving more people and fully maximising sales volumes.



Verifone®

Key Features Include

- X Read / Z Read totals with till level Business Intelligence
- Seamless offline mode prevents any downtime
- No fixed till point with mPOS capabilities
- Easily switch between multiple currencies
- Build up and analyse client order history
- Flexibility to take cash, cheque, credit card, gift card or pay on account
- Price check and dump variant
- Gift receipt capabilities
- Fast search and customisable quick sale buttons
- Accurate stock and pricing figures through full OrderWise integration
- Easily review stock in other locations prioritised by closest store and check supplier stock quantities
- Comprehensive returns processing
- Click and collect, deliver to store or to customer
- Links to cash drawers, Verifone card terminals and till receipt printers
- Access reports directly from admin area of EPOS till for instant insight
- Theme interface to meet company branding
- Customer data capture
- Allow customers to earn and spend loyalty points

Purchasing

Over and understocking is now a thing of the past as OrderWise Purchasing ensures each business using this intuitive module always has the right stock, in the right quantities, in the right place, at the right time.

Buy more effectively & retain cash flow

Having surplus stock of non-selling items or minimal supply of popular products can be a nightmare for businesses, however stock control can be quickly improved with more intelligent supplier ordering.

OrderWise Purchasing gives you the ability to efficiently purchase all your stock items from a variety of global suppliers through a simple and fully featured interface. The system automatically identifies stock demands from across all areas of the company, considering outstanding sales, current and desired stock levels, future forecasted demands, and any manufacturing requirements for chosen locations, whilst also accounting for lead times, buffer times and works order timescales. Using this intuitive functionality ensures manual interaction is dramatically reduced whilst still allowing full control over what is purchased, when, from which supplier and at what price. Activities become planned, allowing best value to be obtained from suppliers with correct stock levels maintained for effective fulfilment of customer requirements and any works order demands.

Easily manage back to back & drop ship ordering

Whether raised in-system or imported via OrderWise Ecommerce, drop shipped orders will have purchase orders automatically generated to suppliers, allowing streamlined fulfilment to be achieved. With back to back ordering, a linked purchase order is raised on the back of sales order demand and stock is automatically allocated, ideal for businesses handling special orders. Once the customer orders, the purchase order will then be instantly generated, allocating the stock and ensuring accurate profitability.

Key Features Include

- Easily maintain correct stock levels
- Analyse stock usage trends and accurately forecast
- Create, print and email POs automatically
- Complete end-to-end stock traceability
- Easily create and manage multi-currency orders
- Average lead times and record true landed costs
- Monitor supplier performance
- Proactively chase deliveries

Suited to your own business requirements

Like all layouts in OrderWise, the purchase order can be tailored to contain your colour company logo, colour quality marks and other colour business graphics. Controls for order authorisation can also be easily activated, helping you to effectively manage the spending of your purchasing team.



OrderWise allowed us to create as many suppliers for a particular item as we wanted, so if one supplier ran out, we could go to another supplier, if one supplier was charging too much we could negotiate prices with other suppliers so that was really handy.

Paul Brebner, Director of e-Hardware



Gain true landed costs & improve customer service with OrderWise Purchasing

With multi-currency functionality as standard, OrderWise Purchasing provides a comprehensive range of features for accurate and efficient overseas supply chain and container management. The OrderWise Purchasing module gives businesses the option for each stock item to absorb import and associated costs when items are booked into stock. Furthermore, you can tell each purchase order how you want the costs spread, for example by quantity, by value, by weight, by volume etc. Sale prices can then be calculated based on the true cost of stock, giving insight into the true margin available. So if your sales team have to haggle with a customer over a price, they can do so confidently and without making a loss on the sale.

What's more, OrderWise Purchasing provides full visibility and traceability of purchasing activities, allowing supplier performance to be monitored, the best price to always be obtained, orders to be chased and arrival dates maintained. This means staff can see exactly when orders are due in so that customers can be kept informed, resources managed and stock allocated or sold on order before arrival to help further maximise sales profitability.





Accounts

Whether your business is looking for an all-in-one business management solution or you wish to continue using a popular accounts package such as Sage or QuickBooks, OrderWise can provide you with a seamlessly linked accounts solution.

Powerful, fully integrated accounts software

If you are looking for an accounts system that packs more relevant functionality than many popular systems without adding layers of complexity to the accounts process then OrderWise Accounts is the solution for you. The OrderWise Accounts module combined with the comprehensive functionality of the OrderWise core system offers companies an end-to-end solution to manage their entire commercial and financial operations from one single, fully integrated system.

Fully accredited by the Institute of Chartered Accountants in England and Wales (ICAEW) and HMRC Approved for eVAT submissions in compliance with Making Tax Digital, OrderWise Accounts has been carefully developed to provide the depth of functionality to meet the financial management requirements of organisations, yet offer businesses a straightforward solution to their accounts software needs.

Fully integrated with the OrderWise system, the OrderWise Accounts module provides complete control and visibility of company finances. From credit control features to enable speedy remittance to automated posting of recurring journals, accruals, prepayments and depreciation during period and

Key Features Include

- Automatic allocation of invoices and payments
- Compliant with HMRC Making Tax Digital eVAT submission requirements
- Automated month end postings including, depreciation, accruals and prepayments
- Easy, fast and accurate cash flow control
- Automated features to aid with bank reconciliation
- Capable of handling millions of transactions

It allows a better flow of information. With the audit trail, we can see right from the point stock is ordered all the way through to when it is sold.

We've got all of that on one system.

Stacey Monk, Finance Manager for Gift Universe

year-end processes, OrderWise Accounts is feature-rich yet simple to use.

With insightful cash flow forecasting, automated posting and invoicing frequency, amalgamation and presentation control, OrderWise Accounts delivers up-to-the-minute profitability analysis along with all of the functionality you would expect from a fully accredited accounting solution.

As well as accounting essentials such as profit and loss, balance sheet and trial balance reports, OrderWise Accounts includes over 40 valuable accounting reports as standard. So whether it is a director wanting a snapshot of current funds or the accountant requiring detailed journal reports, all the financial information you need is just a click away.



Print or email invoices at the touch of a button!

Typically, it is the role of the accounts department to produce invoices to be sent to clients periodically – either on a daily, weekly or monthly basis. The OrderWise Invoicing module provides this business-critical functionality and delivers it in a simple, controlled and user-friendly manner. Invoices and credit notes can be printed or emailed and can include your colour business logo, quality marks and other essential branding.

With automated posting and an intuitive interface that enables users to complete routine tasks quicker and easier, OrderWise Invoicing is a fast, reliable system that enables businesses to generate and post invoices in the most effective way possible.

OrderWise Accounts Integration

With OrderWise Accounts Integration, businesses can seamlessly and securely integrate with a range of popular accounts systems, giving businesses using OrderWise the option to continue using their current accounts software that they know and love if they don't wish to change. As Registered Sage Developers for over 20 years and Official QuickBooks Developers, OrderWise can provide links to Sage Instant, Sage 50, Sage 200 and QuickBooks enabling simple, one-click posting from within our software.



Warehouse Management

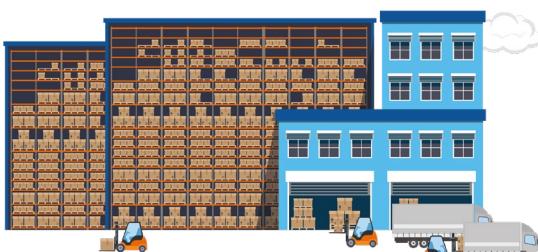
Whether you are managing a small stock room or multiple external warehouses containing hundreds of thousands of different products, OrderWise Warehouse Management Software provides the ideal solution. Designed to ensure your business adopts the fastest, most accurate methods in the warehouse, OrderWise is proven to increase order handling capabilities.

Efficient despatch & warehouse management

Customisable to suit the best way of working based on the size of your warehouse, the products you are handling, the volume and the type of orders you are processing, OrderWise Despatch provides you with all the tools to ensure orders are fulfilled profitably, accurately and on time.

Within OrderWise Despatch, users are provided with a clear visual indication of the current stock and allocation status for each order and order line, ensuring picks are always managed efficiently. Users can also quickly filter and sort orders for despatch using a variety of criteria including sales order information, stock location, promised date, product code, stock status and delivery method, allowing businesses to achieve complete despatch and pick management control. This pick assignment process can also be completely automated with customised pick rules, such as heavy picks to a fork lift driver, offering unrivalled levels of warehouse efficiency.

Warehouse managers also have the tools to allocate and spread the workload by weight and quantity, monitor performance and identify resource requirements. Designed to save time and money, individual or multiple orders can be



Just in tonnage alone, we on a record day on the old system would pick around 3.5 tonnes. On the OrderWise system, our record day is 11.5 tonnes for just one picker! Our error percentage has dramatically reduced too - across over 19,000 lines despatched last month using the OrderWise system we had an error rate of 0.002%.

Ashley Armstrong, Operations Manager at A Perry

picked with clear and concise instructions to inform pickers exactly what to pick, from where and which walk route to use to ensure the fastest path through the warehouse is taken. On completion, required documentation including delivery notes, packing lists, invoices and labels can be produced.

Fast & accurate goods in

As standard, OrderWise Warehouse Management Software supports multiple stock locations, along with multiple bins or sub locations to offer greater scope and flexibility. OrderWise Goods In then provides a fast, accurate and practical method of booking goods into stock once they arrive in from your suppliers. With functionality to record serial and batch numbers, place stock into quarantine, manage drop ship or back-to-back orders, handle container deliveries or store stock in a temporary location to put away later, OrderWise Goods In ensures any situations that occur when products arrive into stock are properly and swiftly handled.

With software that is continuously evolving and nearly 30 years of experience helping small to large sized businesses across a range of industries improve their warehouse operations, OrderWise is truly the ideal solution for any business looking for precise and streamlined warehouse management.

In the warehouse there were five people, now there are only two – operations have become so efficient that work is now done so instantly.

Jaffer Jawad, Director of Viakeys

Additional Modules Include

- **Mobile WMS for Android** – achieve unrivalled speed and accuracy in all your warehouse activities with 1D and 2D barcode scanning technology
- **Courier Integration** – with our software able to link to over 50 different courier platforms, you can be sure to eliminate rekeying and further streamline your despatch processes
- **Stock Replenishments** – achieve even greater warehouse efficiency by keeping your pick faces regularly topped up with goods from high up racking or bulk stock locations
- **Stock Transfers** - effectively manage the process of transferring and transporting stock between multiple distribution centres, warehouses, depots, stores and branches

Mobile WMS for Android

Are manual, paper-based processes slowing your operations? Or are you looking to boost business productivity even further with advanced warehouse technology? If so, the new OrderWise Mobile WMS for Android app is the perfect tool for your workforce.

Experts in technology

OrderWise Mobile WMS for Android, combined with Zebra's unmatched mobile device hardware, will truly revolutionise your warehouse processes. With over 80 years of combined experience, OrderWise and Zebra are proven experts at delivering powerful warehouse management technology for real-world application.

A new level of pick performance

Wirelessly synchronising in real-time to a picker's handheld device, you can eliminate manual rekeying and paper-based processes from your operations. Automatically create, assign and amalgamate picks and other stock tasks, prioritising urgent orders and abiding to courier cut off times for enhanced picking efficiency. Give your pickers improved visibility of notifications, work assignments and even the best walk routes to keep your operation running smoothly without having to intervene.

Pick multiple orders at once, quickly process returns or ship items directly in just a few taps of the new 5-inch HD touchscreen, cutting out time-consuming administration. Meanwhile, receive stock in against the relevant purchase order in a flash using the Mobile Goods In module for fast and accurate receipt of goods. Reduce time spent dealing with costly returns to free up pickers on the ground.

Key features of software

- Stay ahead of the game by investing in the latest devices equipped with the Android platform - future-proof your technology investment with built-in support for future Android releases
- Keep your devices performing at their best using PowerPrecision Console – an easy-to-read dashboard that identifies aging batteries to be removed from circulation
- Never miss a deadline with live data transfer and keep up to speed with instant synchronisation of tasks
- Minimal setup is required for your new system and we take care of everything, so all you need to do is get scanning!

With accurate picking, eliminate stock discrepancies and double handling of goods to keep your customers happy around the clock.

Thanks to all these abilities and more, you can advance your warehouse performance from day one.

Key features of hardware

- Easily view and interact with jobs using a large 5-inch HD advanced touchscreen, built with best-in-class outdoor readability for inside and outside working
- Perform your duties without fear of damage with the rugged and resilient hardware that's water, dust, temperature and accident-proof
- Provide evidence of your services at the click of a button with an integrated 13mp camera, and make video calls at the scene with a 5mp front-facing camera, three microphones, high-volume speakers and noise-cancellation technology
- No matter how far or wide, capture 1D and 2D barcodes in a flash using advanced scanning technology that doesn't need to be aligned to the barcode
- Keep working wherever you're positioned on-site using Wi-Fi boosted with 2x2 MU-MIMO technology, and easily connect with Bluetooth, GPC and NFC for effortless networking
- Choose from a range of accessories to benefit from additional flexibility with carrying and mounting options
- Have the added peace of mind that your HHTs will perform at every turn with Zebra's outstanding OneCare cover options

The best tech for your team

The light yet durable devices are waterproof and dust-proof, can handle drops to concrete, work in the cold and heat, and have screens visible even in bright sunlight.

The latest version of OrderWise Mobile WMS is a native Android application, ensuring your business technology can stay current. Moreover, avoid unnecessary warehouse downtime with a device and app that work together seamlessly, including easy to apply updates to your mobile technology. With greater control of user and device accessibility, you can on-board your teams smoothly, through increasingly intuitive software that puts its easy user-interface first.

Courier Integration

If your business despatches multiple deliveries via courier services, then you'll already know just what a headache it can be to organise details and rekey vital order information, such as delivery addresses and consignment numbers, to ensure the relevant courier companies and customers are provided with this key data.

OrderWise Courier Integration provides an efficient and accurate solution to this time-consuming process, automatically transferring delivery details to your couriers for streamlined management and fully optimised despatch.

Eliminate rekeying & improve efficiency

Depending on your courier(s) of choice, OrderWise will automatically generate consignment numbers based on your despatch history, pass this information directly to your courier software and record these details against the relevant order transaction at the click of a button. This streamlined process achieved by OrderWise Courier Integration helps to increase order handling capabilities and provide accurate, clearly visible information.

Now we've just got one system which is saving us labour costs and improving our accuracy. OrderWise has all the integrations with all the carriers and it's a lot more transparent and that's made a big difference to us.

Steve Gill, SDJ Sports

Alongside working directly with couriers, OrderWise Courier Integration also offers links with courier consolidation service providers such as MetaPack, Parcelhub and Despatch Bay which integrate with many major couriers, allowing you to provide customers with the best service possible, at the best possible price. Additionally, by using OrderWise Delivery Rules, you can also benefit from functionality to automate delivery method selection based on key aspects of the outgoing order.



Full despatch visibility

Companies selling via online channels integrated with our software such as OrderWise Websites or online marketplaces are also able to further benefit from Courier Integration. Consignment and tracking information can be passed back to the online channel, providing your valued customers with automated despatch updates for better service.

Manufacturing

Striking the balance between detailed recording of information without compromising high levels of both accuracy and efficiency, OrderWise Manufacturing enables businesses to productively manage multi-level Bill of Materials (BOMs), works orders and their relevant processes, no matter the size of the operation.

With the ability to allocate stock, work through processes, sub-contract processes, log labour, equipment used, all costs incurred, by-products created and quantities over, part or fully built, OrderWise Manufacturing provides staff with all the tools they need to build items effectively. Users are automatically given instant insight into what needs to be built to fulfil sales and stock demand. With component product substitution along with full batch and serial number tracing if required, as well as a smart wizard to easily set up your manufacturing products, OrderWise delivers all the functionality you need to strike the perfect balance between accuracy and efficiency in your manufacturing processes, no matter the complexity.

Paperless works order management

For even greater efficiency, OrderWise Mobile WMS for Android can be used in-conjunction with the OrderWise Manufacturing module to offer paperless works order management that incorporates barcode scanning functionality into process handling. Using these mobile devices, manufacturers can massively streamline component picking and their other key build processes whilst ensuring labour is logged in real time.

OrderWise has provided full end-to-end traceability of every component, and has simplified the complex processes and procedures in our test kit manufacturing.

Hart Biologicals Ltd

Kitting

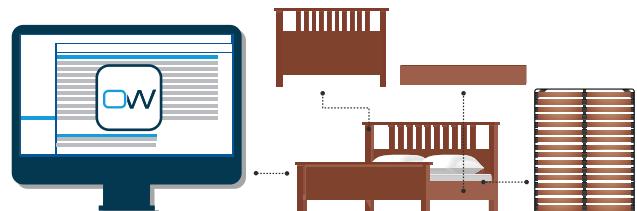
If your company deals with products that are bought and sold in a kit format but stored as individual components (e.g. a bed frame), or products sold both in multiple kits and as individual items, OrderWise Kitting offers a simplified solution of selling, stocking, despatching and purchasing kitted products.

Full traceability of your kit components

By reflecting the physical stock situation of each kit component as it moves through your business, attributing costs to the individual components and displaying information in ways relevant to the role of each department, OrderWise Kitting gives you stock and cost traceability whilst ensuring margins are maintained and orders are processed quickly. Fully integrated with the OrderWise system, stock levels for both Purchase Kit products and Non-Purchase Kit components can

be set with accuracy and flexibility to optimise stock levels and ensure maximum value is achieved from your suppliers.

Similar to OrderWise Manufacturing, by using our Mobile Warehouse Management (WMS) Devices, further efficiency benefits can be gained when using OrderWise Kitting, with picks sharing common components amalgamated and alerts when kitted items have been disproportionately picked displayed to avoid despatch bottlenecks.



CRM Suite

CRM

Unlike most CRM systems, OrderWise CRM is not a stand-alone application. Instead it is fully integrated with the main OrderWise Business Management Software, providing a complete workflow management tool and central hub for all customer interactions, ensuring your business can grow without increasing overheads.

From enquiry to order & beyond

OrderWise CRM can be configured and customised to match the needs of each role or department within the business so that the right information is captured and prescribed workflows are followed effectively.

Intuitively designed with a simple interface for fast staff adoption, OrderWise CRM offers your staff one central place for managing all their customer activities and interactions both accurately and efficiently within your own defined procedures.

Additionally, the activity scoring feature within OrderWise means staff using CRM can concentrate on prospects displaying the most or least interest and drive optimum lead conversion rates.



Manage customer activities wherever you are

From directly within Outlook, users can add new activities and records where the email address links to a contact within the main OrderWise software, with the option to mark the activity as complete when required, for a seamlessly integrated CRM experience. The inbuilt calendar within OrderWise CRM, which can also be synced with Outlook, provides clear visibility of an individual or department schedule by day, week and month, ensuring that staff time is well organised and important meetings are never missed.

OrderWise CRM has also been specially designed to offer the same highly useful sales tools both in-system and on the OrderWise Mobile App, allowing staff to keep on top of their sales pipeline both from their desk and when on-the-move. Users will have quick and easy access to all the same functionality available with the desktop version of OrderWise CRM, giving the added benefit of being able to conduct business anywhere, any time.

Marketing

Marketing is an essential part of everyday operations for any business. The dynamic OrderWise Marketing module allows your business to structure and automate marketing campaigns in order to maximise customer communications and new sales opportunities.

Essential part of everyday business operations

OrderWise Marketing revolutionises the way contacts are targeted for marketing campaigns, with the ability to easily segment clients by industry, sector or any segment you choose to create. OrderWise Marketing also has many queries as standard with the added ability to create your own queries and sub queries to further concentrate target audiences and attract more precise customer interest. Then with the easy-to-use campaign wizard, users of the Marketing module can quickly add contacts generated by a data query to a new or existing telephone, postal or email campaign.

With seamless integration available to both Mailchimp and CommuniGator, users are able to easily set up and run dynamic email marketing campaigns directly within OrderWise. Automatically retrieved statistics imported back from these platforms on opens and clicks then show permitted users exactly who interacted with their email content, providing further insight into campaign results. OrderWise also provides a powerful customer profiling tool to ensure your marketing efforts are further targeted using a scoring system based on recency, frequency, monetary and CRM activity values. By using OrderWise Marketing for your campaign management, your business can reduce the time spent shifting data and focus solely on converting campaign results into profitable sales.



The Complete CRM Suite

The real power of OrderWise CRM comes when combining this module with OrderWise Marketing, Business Intelligence and BI Alerts for further efficiency and profitability benefits through an integrated solution.

By using OrderWise CRM as the central hub for all communications combined with the functionality of these modules, businesses are provided with a flawlessly integrated



Business Intelligence

OrderWise knows everything about your business - every sale, customer, stock transaction, cost and margin. If used wisely, this wealth of data is one of the most valuable assets your company owns and can help your business grow further.



With the OrderWise Business Intelligence module, companies are provided with the power to use this wealth of information to improve overall performance and increase profitability.

While traditional reports only provide a snapshot of performance from one perspective, OrderWise Business Intelligence provides users with instant and dynamic data analysis that enables potential issues to be identified early, so that any leakage can be plugged while it is still only a drip.

At the click of a button companies can investigate into their data from their chosen starting point, reviewing and comparing volumes, values, margins, markups and variances between periods to easily identify and determine ways to rectify adverse trading performance. Companies can then set targets against sales territories, customers and staff for future financial periods to help monitor achievements.

By allowing businesses to drill down into every single aspect of their business data, OrderWise Business Intelligence gives businesses an unparalleled insight into their sales operations allowing sales potential to be unlocked and ensuring future opportunities are always fully maximised.

customer management solution, built to suit even the most diverse business requirements.

Enhancing staff knowledge, the CRM module offers a timeline view of each individual customer in which staff can chronologically see all interactions. Whether this is a customer's engagement with marketing content, active BI Alerts, sales/ quotes raised or phone and email conversations, this visibility allows staff to build strong customer relationships and nurture leads through a targeted and well-informed approach.

BI Alerts

The innovative BI Alerts module allows businesses to deliver data like never before, instantly notifying staff to take action at the right time.

BI Alerts utilises information your company holds within OrderWise to produce valuable up-to-the-minute notifications, from late delivery warnings to potential up-sell opportunities. With built-in dynamic queries, along with the capability to create customised alerts, you can be sure your operations are actively monitored and necessary actions quickly taken.

Boost performance with instant data insight

With automated generation that sends alerts directly to the chosen user or users' email accounts for fast follow up, the BI Alerts module offers a highly useful solution to help users address important sales activity, as and when it arises. With alerts visible next to the relevant record across multiple grids within the OrderWise system, and the ability to assign to individuals or teams of staff, businesses can achieve greater productivity as the appropriate staff can quickly target and action on the notifications. Combined with the power of the CRM module, BI Alert users can effectively progress customer relationships or follow up sales opportunities through imminent distribution of knowledge stored within their data.

The perfect addition for businesses wanting to stay ahead of the game, BI Alerts can be available both in-system and via the OrderWise Mobile App. This allows alerts to be delivered to staff whether at their desk or on-the-go, ensuring users gain unparalleled insight into areas of importance that require immediate action.



What's more, the CRM suite can also be utilised anywhere via the OrderWise Mobile App, ensuring staff always have access to the tools and information they need.

Using the combined modules, businesses can strategically streamline their communications and target the right customers at the right time. Altogether, this creates an effective lead generation and sales cycle, designed to maximise profitability and build customer loyalty through simple data integration.

OrderWise Mobile App

The OrderWise Mobile App is the essential modern-day sales tool for any business operating with sales reps and account managers working out on the road.

Available on Google Play™, the OrderWise Mobile App delivers comprehensive mobile software to keep users connected to their OrderWise data when attending trade shows or working on-the-move. Whether looking to check prices, raise sales orders, view customer details or check recent activity, the OrderWise Mobile App provides all this vital information so that staff have it to hand wherever they go.

Raise new orders & stay connected to your OrderWise data on-the-move

With the OrderWise Mobile App, data between a user's Android application and the main OrderWise system can be automatically synchronised so that vital data is kept accurately updated in real time, allowing staff to close all sales opportunities with confidence. Operating with a WiFi or mobile internet connection allows new customer details, new orders, updated contact information and more to be seamlessly sent back to the main OrderWise system, with up-to-the-minute pricing and stock levels made available to the OrderWise Mobile App in return.

Working Offline? That's not a problem as the OrderWise Mobile App is also able to deliver a convenient offline mode for staff needing to access their data whilst out of connectivity zones. As long as the data has been synchronised previously, key information is instantly accessible when you need it via your smartphone or tablet.

Credit details are also visible so that staff can keep on top of customer account balances when raising sales orders to ensure limits aren't exceeded. Within the App, users also have full visibility of customer order history, recent sales activity, delivery information for recently despatched orders and invoices. This presents sales staff with the information they need to convert quotes and easily keep customers in the loop on the progress of their recent orders. Additionally, users can easily locate their customers using the Google Maps API integration to navigate to locations.



Access your CRM, BI and Alerts from the App

The OrderWise Mobile App is the complete mobile sales suite with CRM, Business Intelligence and BI Alerts, arming staff with all the tools they need, when they need it. Providing instant access to outstanding activities and easy-to-digest sales data with BI snapshots, Mobile App users always have all the information they need at their fingertips. With the option to have emails and task calendars seamlessly synchronised with Microsoft Outlook, businesses can ensure staff remain productive and stay on top of their workload when on-the-go.

The essential integrated modern-day sales tool

With the ability to use the application anywhere and at any time, the OrderWise Mobile App makes the perfect partner for businesses using OrderWise on-the-go. By using the smart and intuitive OrderWise Mobile App, businesses using OrderWise can ensure that they continue to deliver first-rate customer service whilst on-the-move and also never miss a potential sales opportunity again.



Key Features Include

- Stay connected to OrderWise on-the-go
- Complete visibility of recent customer activity, despatched orders, order history and invoices
- Maximise sales insights with Business Intelligence
- View and edit existing customer information including delivery details
- Filter customer list by Account Manager so staff only see the information they need
- Smart integration to your device's native email, telephone and maps facilities
- Use in either online or offline mode
- Compatible with PostCoder Web Integration for postcode lookup
- Integrates with Google Maps API for Android for indoor and outdoor navigation
- Scan barcodes using mobile device camera for easy face-to-face sales
- Manage pipeline effectively on the move with OrderWise CRM and BI Alerts
- Produce PDF payment receipts and record payments taken against historical orders

Reporting and KPIs

Reporting is a crucial aspect to any business, whether it is performance reporting, statistical reporting, financial reporting or simply "what if" reporting.

OrderWise includes as standard a class-leading, state-of-the-art reports wizard, designed to let you easily analyse the data your business generates. With the OrderWise Reporting module, your business can benefit from well over 220 standard reports that provide invaluable insight into all aspects of your business. Each one of the standard reports available within OrderWise is fully customisable, with users able to copy and edit report styling and layout to suit the needs of their business and individual brand. By using the OrderWise reports wizard or the in-house OrderWise Reports and Layouts team for the creation of more complicated reports, users can always be sure that their specific requirements are met.

Automated report management for maximum efficiency

With OrderWise Reporting, users can also fully automate the running and sending process, which gives you the reports you need, run to the parameters you require and delivered straight to your email inbox as frequently as needed. By having key facts and information promptly sent directly to those who need it, you can be sure critical business decisions are made with absolute confidence.

As standard, OrderWise Reporting also provides businesses with the flexibility to easily import information from, and export to, Microsoft Excel. With one click of the in-system "Run to Excel" option, businesses can quickly and simply extract required information from OrderWise and benefit from further detailed analysis, segmentation and manipulation of their data.

Key Features Include

- 220+ standard reports
- Over 500 KPI charts with option to display on separate screens
- Reports wizard for quick and easy report creation
- At a glance interpretation of constantly refreshed data
- Report scheduling for complete automation
- Excel import/export
- OrderWise Reports and Layouts team on-hand to help with complex reports
- Combine with Business Intelligence for unrivalled business insight

OrderWise KPI Dashboards provide businesses with a visual representation of key performance statistics through charts and graphs for easy interpretation and analysis.

With well over 500 dashboard elements available, flexible control over chart appearance and constantly refreshed data, the OrderWise KPI Dashboards module gives businesses the tools they need to ensure performance can be monitored at-a-glance across departments.

Accurate, versatile & insightful charts

All of the charts are fully customisable, from the styling to the layout, displaying information from multiple different angles over a chosen time period. This can be compared to previous years' data for greater insight and context, providing a more informed interpretation of trends, peaks and troughs. This invaluable module promotes a more proactive approach within the business, prioritising tasks which will help maximise sales, reduce costs, improve efficiency and increase customer service.

The perfect partner for OrderWise Business Intelligence

By combining the visibility of KPI Dashboards with the perceptive data of Business Intelligence, businesses can harness the power of a truly outstanding suite of functionality to not only enhance their daily operations but also the overall performance, growth and profitability achieved.



KPI Dashboards are very useful for monitoring the performance of the team, I used to spend hours every day putting various bits of data together whereas now it's so much quicker.

Happy Pet

Services

OrderWise is a complete business management solution, which means we not only develop and sell our software but also deliver the project management, training, installation and support of each individual solution. As the manufacturer, we can customise every OrderWise software system to the requirements of the business who will be using it. OrderWise can be used in a number of ways, which is why our Projects team will spend time analysing each business to ensure that the best solution for your company is delivered.

Support

It is important for companies to receive a level of support that is best suited to meet their demands and provide the greatest value to the business. Here at OrderWise, we understand that each business is different, which is why we provide each of our customers with a software support package that suits their individual needs as a company. Each OrderWise software solution includes a full six months of Support and Upgrades as standard following training, which businesses can then renew annually at the level they need going forward.



We have our own dedicated in-house support team that is over 40 technicians strong, allowing us to deliver a centralised support system to ensure your business receives first-class telephone and online remote support. With the flexibility to choose a support package that suits the individual needs of your business, the OrderWise Support team and their excellent system knowledge are only a call or a click within OrderWise away should you ever need them.

Did you know?

OrderWise dedicates over 46,000 hours to development each year.

Out of an average of 4000 support calls a month only 0.0002% of these relate to a bug impacting a customer's use of OrderWise.

97% of existing clients and 92% of new clients rate their satisfaction with us as excellent.

Every OrderWise employee must pass two exams before progressing to their role.

Upgrades

With technology moving forward so quickly, it is essential for companies to choose a software supplier that is constantly developing and investing in their product.

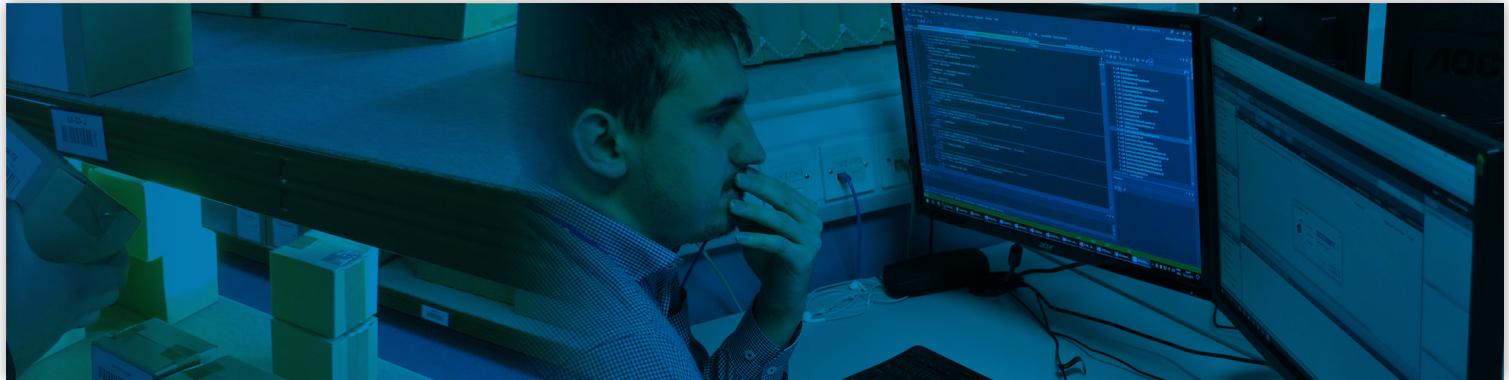
In total, we commit over £2 million each year into ongoing research, innovation, development and testing so that you can rest assured that your software investment is future-proofed. Our Development and Testing teams are dedicated to providing a cutting-edge product packed with new modules, features and enhancements that meet the ever-changing demands of today's fast paced trading environments. In fact, a substantial amount of the development work we undertake in a year is so innovative that it qualifies us for the Government's HMRC Development Tax Status, allowing us to invest into further research and development projects to directly benefit our customers and users.



We produce a new version of our software every month, so businesses are provided with the flexibility to decide to install upgrades annually, quarterly or monthly. Unlike many bespoke systems which are often never invested into again once completed, we develop OrderWise all day, every day and your business will be able to benefit from the 600+ features, reports and general enhancements added to our software each year.

The support is absolutely great, with them just a phone call away we have no problems at all!

Custom Technology Solutions Ltd



Project Management

We know a positive implementation and successful go live is an integral aspect of any business management solution, which is why full project management from our experienced team is included as part of every OrderWise package. We currently deliver around 150 OrderWise solutions each year, where each business is expertly guided through the installation process whilst ensuring all the necessary stages are completed. This ensures a smooth, seamless transition over to OrderWise is achieved and maximum ROI moving forward is obtained.

By gathering an in-depth understanding of each client's operational aims combined with the team's wealth of experience, our Projects team are able to advise on physical setup, process change and best practices in a way that no outside consultant can match. Your Project Manager and Implementation team will show you how to get the most out of our software and help ensure OrderWise is configured in a way that works best for your business. Most importantly, they will be on hand to help you successfully onboard OrderWise so your daily operations see minimal disruption.

“The Projects team gave us all the tools we needed to effectively work to our agreed timetable. This included lifting data from our old system, thoroughly testing and validating the software and hitting our deadline for transferring over to our new OrderWise system.”

Eibhlin O'Donnell, Co-Director of Pilatus Pharma

Training

Each OrderWise solution comes with formal OrderWise training as standard, which can be delivered from our state-of-the-art training facilities in Lincoln, at your own premises or a mixture of both depending on your needs as a business.

Our structured training is proven to be incredibly effective and the techniques used have even led to us winning multiple awards. Every business is unique in their requirements, which is why our experienced Software Trainers work closely with every company and train them on their own data to ensure high relevancy and retention.

Beyond initial onboarding, we also offer ongoing training for existing customers, whether needed to get new staff quickly up to speed or help maximise the benefits of new OrderWise features and modules. Again, this will take place at a time and in a format convenient to you.

Client Services

We understand that your business is constantly evolving, seeking out new opportunities, enhancing operations and looking for more efficient and productive ways of working. To accommodate this, if at any point during your time with OrderWise you need to add extra functionality to your system, improve operational efficiency or train new staff then the OrderWise Client Account Management team are there to help. They can advise as to how OrderWise can meet any changing requirements as your business grows and develops.

If you know exactly what you want, that's great, additional users as well as many additional modules, features and hardware can be easily purchased through the OrderWise Online Web Shop and added to your licence in minutes. However, for a more personal and in-depth conversation on your company needs, our Client Account Management team are on hand if you would like to investigate in more detail how any new features, modules or developments can help to enhance your daily business operations, and ensure you are getting the most from your current OrderWise solution.



Cloud Hosting

When it comes to software hosting, many businesses will have different expectations and requirements of how they want this to be handled. With OrderWise, our customers are provided with the flexibility to decide whether they wish to host their software themselves or utilise one of our cost-effective cloud packages and have it hosted for them on the OrderWise Cloud. Either option provides you with the freedom to access your OrderWise from anywhere, at any time, over the internet.

Specialist Features

With more than 600 new modules, features, reports and general enhancements added to OrderWise each year, our software is constantly evolving alongside your business. With this being the case, we also have a whole suite of specialist features designed to assist with the handling of a wide range of different industry requirements. Some of these include:

Transport & Routing Module

For businesses operating with their own fleet of delivery vehicles, this beneficial module helps manage transport, routing and delivery processes. Providing structured and timesaving operational management, businesses can use this comprehensive module to maximise vehicle capacity, ensuring fast delivery and collection.

Stock Transfers Module

With OrderWise Stock Transfers, businesses can effectively manage the process of transferring and transporting stock between multiple distribution centres, warehouses, depots and branches. OrderWise Stock Transfers provides users with full visibility of their stock as it is moved internally and utilises the goods in and despatch processes to record each transaction and associated costs. Users are also able to utilise the To Transfer report to quickly and easily determine demand that can be fulfilled by transferring stock instead, to help keep purchasing costs down.

Trade Counter POS

With all the necessary functionality available to quickly process cash and card sales, perform automatic stock adjustments and correctly handle stock through part take/part deliver orders, OrderWise Trade Counter POS provides businesses with the flexibility and streamlined order processing to handle trade counter sales in the best possible manner.

TAPI

Alert staff of incoming calls, open customer records when answering calls and make outgoing calls with one simple click within OrderWise with our dynamic TAPI (Telephony Application Program Interface) integration.

Customer & Supplier Returns

For businesses requiring a more structured, accountable and tailored returns process to be managed throughout the length of the supply chain, OrderWise Returns is the ideal solution. Whether handling a customer or supplier return, OrderWise Returns provides the ability to link returns back to their original sales or purchase order. This enables accurate costs and complete serial and batch traceability to be fully retained.

Payment Processing & Pre-Auth

With OrderWise Credit Card Processing (CCP), businesses are provided with a fast, secure and reliable method of validating and processing credit card transactions using either selected Chip and Pin card terminals or via popular online payment gateways.

Customer Alerts

The Customer Alerts module gives users the ability to automatically update customers with email and SMS messaging. By automatically sending custom or pre-configured email or SMS messages based on various in-system triggers such as order ready for collection or return received, you can ensure customers are always kept in the loop with order progress for a true omni-channel experience.

Size & Colour Matrix

An essential piece of functionality for companies using OrderWise to manage stock available in a variety of sizes, colours or styles such as apparel and footwear, the OrderWise Size and Colour Matrix provides a simple solution for adding, purchasing and selling products that are available in a wide variety of different options.



Delivery Rules

The highly useful Delivery Rules feature offers a streamlined process that removes the pains of manually selecting delivery options on every order and provides accurate, cost-effective selections every time.

This feature allows you to update order delivery methods automatically based on a simple set of rules created within the system. These rules enable users to apply a logical set of conditions based on various factors in the sales order such as delivery location, weight, volume and length, with this information then being used to update the delivery method on the order to the most fitting option. By selecting the priority of each rule, you can fully customise how you want to optimise your delivery method set up and ensure you keep the costs down on every order you despatch.

Bulk Orders & Call Offs

There are many industries where call off contracts and drawing down off bulk orders are commonplace, including construction. To help users with these requirements to manage them effectively, the OrderWise Bulk Orders feature has been specifically designed to provide simple and structured management of bulk orders and their subsequent call off contracts through the Sales module.

Postcode Integration

A simple and efficient method of finding both customer and supplier addresses, OrderWise Postcode Integration enables automatic entering of all addresses which makes life easy for both sales and purchasing. Postcode address lookup software is proven to reduce typing time by up to 80% and with the help of OrderWise Postcode Integration, you can make your business processes much more efficient.

Uncover the right solution for you

It is close to impossible to condense every piece of beneficial functionality that our software provides into one brochure, so please do not hesitate to enquire into how an OrderWise Solution can help you.

RFMA Profiling

Effective marketing stems from a more focussed and targeted approach, concentrating efforts on customers that are the most profitable to your business. Using the RFMA (recency, frequency, monetary, activity) feature within OrderWise, businesses can score customers based on habitual spend and recurring positive interactions. Using this information, businesses can benefit from an effective scoring system that optimises staff time on speaking with the most valuable customers.

Creditsafe Integration

Many businesses large and small will already use the Creditsafe service to access key company credit and financial information about their customers, making it an integral part of their decision-making processes in the allocation and maintenance of credit limits. OrderWise Creditsafe integration helps businesses gain access to a wealth of valuable data with reports available directly within the main OrderWise system within the Sales and Business Intelligence modules.



3PL Management

For businesses handling third party logistics, the OrderWise 3PL Billing module provides an accurate method of automatically calculating customer charges based on various stock handlings and effectively managing the billing process for this service. In addition, an OrderWise 3PL Portal can also be provided which offers your clients visibility of current stock holdings and despatch progress, as well as the ability to upload sales and purchase orders en masse through seamless online integration. By managing your 3PL business with OrderWise, you can ensure maximum efficiency is achieved and great customer service always delivered.



OrderWise's potential is limitless.

Mackays



A. Perry Ltd

Industry: Ironmongery, Fasteners & Fixings

Sector: Manufacturing, Wholesale, Distribution & Online Trade

Key requirements: Warehouse Management, Despatch, Sales Order Processing, Purchasing, Supply Chain Management, Manufacturing, Kitting, Courier Integration, Ecommerce Integration, Integrated Website & Accounts

A. Perry Ltd is a family owned and run company based in Cradley Heath. After years of growth and acquisitions, 2017 saw A Perry reach new horizons as they moved to a new 90,000 square feet factory, warehouse and office space, spread across more than five acres of land. With over 80 staff, A Perry is now the largest independent supplier and manufacturer of hinges, ironmongery, chain and threaded bar in the UK, supplying customers in Europe and the rest of the world.

The company implemented their OrderWise business management solution back in 2012 with the need to move away from bespoke packages, achieve growth and unlock their true capabilities.

The requirement

Over several years, A Perry had spent a vast amount of money adding bespoke modules to their previous Sage 200 system, which had resulted in integration issues as each new piece of development did not fully integrate with the last. What's worse, having commissioned many bespoke developments for Sage, they still found they could not attain the level of functionality needed to efficiently manage their ever-growing operations:

We wanted one system that would be able to go from taking orders all the way through to integrating with our warehouse, manufacturing and reordering systems. We looked at many software systems, but we found OrderWise to be the most complete as a package.



The OrderWise solution

For over six years now, OrderWise has provided A Perry with a complete end-to-end system that delivers a level of integration and business control beyond any of their initial expectations. OrderWise has significantly improved processes and operations throughout the company.

In an average month, we process something in the region of between 600-800 orders. OrderWise has brought us on leaps and bounds really as a sales force; 5-6 people used to enter orders and quotes all day long, we have now trimmed that down to one person entering orders, allowing the other guys free on the phones to take the enquiries.



The biggest decision for A Perry was to move management from Sage 200 over to OrderWise's own integrated Accounts module, but the change paid off and they found internal visibility was drastically improved.

"By having the software on one system, it allows you to talk to different departments, without actually having to!"

More recently, A Perry commissioned a brand new Ecommerce Website professionally designed and developed by the OrderWise team. Director, Guy Perry, said:

"It's all about integration, that's the most important thing. Now you can take an order on the website (www.perrytrade.co.uk) and it will go all the way through to actually being picked and invoiced, all in one simple process."

"From the support side, that's probably one of OrderWise's greatest strengths, 100%. The relationship that we've built with OrderWise from day one has been phenomenal and I think that is because of the care and attention that OrderWise gives us. We don't look at OrderWise as just a supplier. For us, OrderWise are a partnership, who work very closely with us."

DMS Flooring Supplies

Industry: Household Flooring & Carpets

Sector: Wholesale, Trade Counter & Online Retail

Key requirements: Stock Management, Multiple Stock Locations, Stock Transfers, Warehouse Management, Ecommerce Integration, POS, Sage 50 Accounts Integration, Returns Handling

Founded in 1978, DMS Flooring Supplies are a leading wholesaler of carpets and flooring based in Northampton, with branches also in Hemel-Hempstead, Milton Keynes and Towcester. Offering thousands of different products with goods bought from UK suppliers and imported from the EU and China, DMS trade in carpets, Karndean flooring, underlay, adhesives and other floor preparation products. They receive around 2500-3000 orders a month, with orders placed via telephone, their website or trade counter.

The requirement

DMS were originally using Sage Line 50 coupled with a bespoke system built for them by a small IT company based in Milton Keynes. However, as the company started to find more success, they started to feel growing pains as their previous system was simply too basic to work in the way they required:

It was difficult to expand into new branches as there wasn't a good stock management system – we didn't have different branch locations set up, we couldn't do stock transfers and stock taking was difficult. Before with our old system we used to have a paper trail for our picking and packing process, literally everything was reliant on pieces of paper moving around the warehouse and sometimes physically across branches too.



Implementing OrderWise

"The transparency and the way the (OrderWise) package was sold definitely appealed to me, the fact it was a modular system where we could decide how much or how little we

wanted to go for – and it was a great price. I like the way you owned the software and you just adjust your licenses when you need to expand for more people. I can honestly say within four months of using OrderWise we were far, far ahead of where we ever were before with the previous system."



The OrderWise solution

The biggest enhancement with OrderWise is the ability to do stock transfers between branches, it takes literally seconds to set up a new branch within OrderWise – It's just a much-improved stock database management system and it definitely gives us a scope for growth.

"Paperwork has been eliminated quite dramatically with the 'orders requiring picking' and 'open picks' screens – I ultimately want a paperless warehouse and the handheld terminals have really helped to revolutionise how we manage our stock in the warehouse."

But it's not just the software that has impressed David Gowling, MD DMS Flooring Supplies, over the years - he was also full of praise for the quality service he receives from the OrderWise Support team:

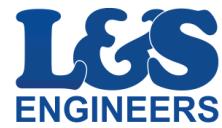
"They're very fast at getting in touch, always happy to connect remotely and show us things – haven't got a bad word to say to be honest!"

What's next for DMS Flooring Supplies?

Every single week, sometimes every day, we are finding new parts of OrderWise that we can use to benefit the business as we are understanding the system more and more; from this we can build upon our successful website and continue growing our branches on a national scale.

For more information on DMS Flooring Supplies, visit their website: www.dmsflooringsupplies.co.uk

L&S Engineers



Industry: Construction & Plant Hire Spares

Sector: Wholesale, Distribution & Online Retail

Key requirements: Stock Control, Mobile Warehouse Management, Sales Order Processing, Ecommerce, Returns, Stock Replenishments, Kitting, POS, Courier Integration, Accounts

Founded in 1971, L&S Engineers, based in Brownhills, are one of the country's leading suppliers of spare parts and consumables to the plant hire and construction industries. L&S employ over 60 members of staff and source products from around 450 suppliers, offering over 120,000 products for sale, 20,000 of which are held in stock at any one time.

The requirement

Prior to using OrderWise, L&S used multiple systems, including a bespoke Windows based order management system and three accounts systems, to assist them with their day-to-day processes. They had no digitised stock control, meaning a lot of processes were completed manually and order fulfilment relied on paper-based picking, packing and shipping:

If the customer wanted to know whether we had an item available, we were literally leaving our desks and looking in the bin.

With the decision made to implement a new system, they needed a solution that could bring all of their current processes together while offering functionality to grow into as the business got bigger.

"We're a high volume, low transaction value business, so we knew the more we could automate this process, the greater our throughput and profitability."

Implementing OrderWise

During the process of selecting and implementing the system we realised it was a chance to look at all of our processes from scratch. Over the first year, we refined our methods further to benefit from OrderWise's capabilities rather than the other way around. That's something I would advise any business looking at OrderWise as a potential solution – keep an open mind and don't be afraid to change your processes.

Following the implementation of OrderWise, the business has grown substantially and they have moved into a new purpose-built warehouse. During this time, L&S worked closely with our Client Account Management team to add new functionality including the introduction of Mobile WMS.

The OrderWise solution

"We now run a fully stock controlled company. All the information we need is at our fingertips. Managing special order items used to be one of the biggest challenges. Now it all just works seamlessly – product arrives, it's located in temporary bins and is picked seconds later. No one has to think about it."

Did you know?

L&S moved to a fully barcoded operation in 2015, investing in OrderWise Mobile WMS, and found pick accuracy improved with a massive 50% reduction in mispicks and return rates are now well below 1%.

Through OrderWise's robust ecommerce and Courier Integration, L&S were also able to fully automate their website processes. Ian explains "A customer orders online and the order is picked 10 minutes later. It's simply imported and the despatch tracking information is updated on the website in minutes. The potential is limitless."



What's next for L&S Engineers?

"No company can sit back and relax so we're constantly re-evaluating our operations. We're looking for new products, new markets to sell into and are continuing to build strong relationships with customers and suppliers. We see our business growing in size and complexity moving forwards and because of this we feel OrderWise will still be relevant many years down the road, particularly because OrderWise itself is still evolving. The future looks pretty exciting."



Mackays

Industry: Food

Sector: Production & Distribution

Key requirements: Manufacturing, Stock Control, Mobile Warehouse Management, Sales Order Processing, Stock Replenishments, Stock Transfers, Reporting, EDI, Courier Integration

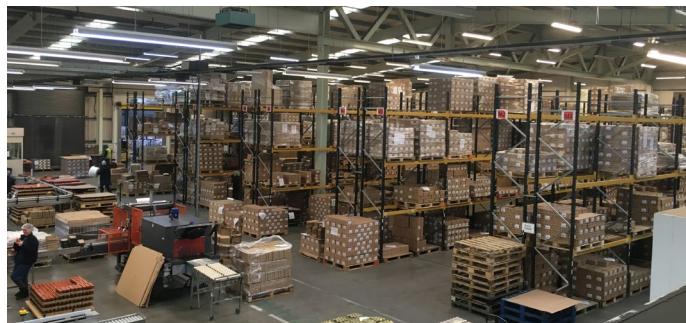
Founded in 1938, Mackays are one of the UK's most established manufacturers of preserves and marmalades. Based in Arbroath in Scotland, Mackays currently employ around 170 members of staff who work to manufacture, sell and despatch their range of jams, marmalades, chutneys and mustards. In total Mackays stock approximately 900 different SKUs, including both their built products as well as all their ingredients and raw materials. Once manufactured, Mackays sell their products to companies throughout the UK and to 86 markets internationally. On average, they receive 10,000 orders each year. Mackays have now been using OrderWise for over a decade, implementing their initial OrderWise solution when the company acquired the Mrs Bridges brand in 2001.

The requirement

"At that time we had no electronic stock control or despatch system, so there was far too much paper in the business."

With the decision made, Mackays began their search for a new system that could manage all their key operations. Having extensively researched the market, what sold the team on rolling out OrderWise across their whole business was OrderWise's commitment to ongoing development.

"We looked at top end ERP/MRP systems, but ultimately they all would've needed a lot of bespoke work which meant they were all far too expensive."



Implementing OrderWise

With Mackays having such an extensive operation, it was important that they experienced minimal disruption to their daily routine. Therefore the team booked for OrderWise to travel to their offices in Scotland, ensuring the software was set up as they needed and each department was trained on the areas of the system relevant to their various job roles. With

everything in place, Mackays officially went live with their new end-to-end OrderWise software solution.

The OrderWise solution

OrderWise has just allowed us to streamline everything down. The biggest change is everything is now live, so we can see orders that are getting picked and we can see our manufacturing process on a computerised basis, so it's basically brought everything into one hub.

As a food manufacturer, being able to accurately track stock at any time is something that is especially key for Mackays. When it comes to correctly handling their batch and expiry dated stock, regulations state Mackays need to have access to a full audit trail of every individual item that comes through their warehouse. Thanks to OrderWise supplying the business with full end-to-end traceability, Mackays can effectively meet these requirements:

"We can use OrderWise to find out when a product was manufactured, what raw materials were used and to which customers the product was sold. Also with the use of stock control techniques like FIFO, we know that when we are asked to pick a product from the warehouse, we are being directed to the oldest stock in the location."

Other than the extensive functionality and possibilities, the reason Mackays decided to implement OrderWise was the company's commitment to improving the software offering available by keeping up with all the latest technology and developing new features all the time.

What's next for Mackays?

Well we are an aggressively growing business, which means we're always looking for new markets and new customers while still developing our relationships with our existing customers. So for us it's all about having a computer system and a partner there that allows us to grow together. OrderWise's potential is limitless as far as we can see, so it's all about planning what we can do now, what we can do a year down the line and just bringing everything that OrderWise can do for us into fruition.

Biketart

Industry: Bikes, Parts, Accessories & Clothing

Sector: Online, Showroom & Store

Key Requirements: Stock Control, Purchasing, Marketplace Integration, EPOS, Courier Integration

Biketart was formed in 2008 and are based in Canterbury, Kent where they employ twelve people and sell a range of bikes, bike parts, accessories and clothing. As the business grew, in 2010 Biketart moved to larger warehouse premises and opened a new showroom there before opening a second retail-specific store in the centre of Canterbury in 2014. The business stocks around 7,500 items, predominantly sourced from a range of UK suppliers and recent growth has seen the company handling around 5,000 orders per month.

"We needed a system that was capable of supporting future growth. We wanted something that would last and we could rely on for a long time to come."

The requirement

Considering the company's growth, it was important for Biketart to source a software solution that was adaptable and scalable.

As a business trading both online and from two retail sites, there was a range of functionality that Biketart required in order to trade efficiently and maximise sales opportunities. Adam tells us that, "We needed a system that supported, multiple locations, provided tight integration into our website and allowed face-to-face sales with a proper EPOS function." Additionally, "Full traceability of all stock was key so that we knew what was coming in from where, and integration to our couriers and Sage was also essential."

For any business, access to clear data is crucial and Adam comments that, "A key requirement for us was the ability to provide reporting and proper business intelligence to inform decision making."



Implementing OrderWise

"We had a dedicated Project Manager who managed the whole process very well, which included some difficult integration work with our [] and third parties. She was our single point of contact from start-to-finish and we felt looked after the whole way through."



The OrderWise solution

"We have a much better handle on stock management and have been able to identify many areas of the business that needed improving. With clear reporting and forecasting features we've been able to spot opportunities that we would have otherwise missed and we have the information we need to make smart purchasing and selling decisions."

"One of the key benefits of OrderWise is that I can literally pick up anything and I can find out who ordered it, when they ordered it, how much it cost, where it's been through the building, if it's been transferred between our stock locations, who it's been sold to and how it was posted."

"We have grown massively in the period since taking on OrderWise. All orders are picked, packed and shipped using the OrderWise barcode scanners which make all of our warehouse activities fast and accurate."

What's next for Biketart?

"The bike industry is changing rapidly and we need to keep nimble to ensure we're doing the right things. We know that OrderWise will continue to develop their functionality going forward and the knowledge that they have clients many times larger than us gives us confidence that they are the right software supplier for us."

"Support has been brilliant. They have a large support team but we have had a small number of certain staff working with us who have built up an understanding of our business and how we use the software, so we know that whatever issue we raise, it will get resolved."



Gift Universe

Industry: **Gifts & Gadgets**

Sector: **Store, Online Retail, Wholesale & Distribution**

Key Requirements: **Store EPOS, Stock Control, Accounts, Mobile Warehouse Management, Returns, Ecommerce Integration, CRM, Purchasing, Courier Integration & Stock Transfers**

MenKind was founded in 2002 as a gift and gadget retailer for men. The company began trading as Gift Universe after the acquisition of their competitor, RED5, as well their wholesale business, The Source. Today, Gift Universe are one of the UK's leading operators in the gifts and gadgets industry, carrying out around 3 million transactions per year.

The company currently operates from over 60 retail stores across the UK, as well as multiple ecommerce channels. They also distribute to some of the UK's top retail brands including John Lewis and Debenhams. Gift Universe currently employs over 700 staff, which inflates to around 1000 during their peak season over Christmas.

The requirement

Paul Kraftman, Chief Executive of Gift Universe, tells us "The EPOS system that we had wasn't really fit for purpose in the modern multi-channel era, and without an integrated accounts package that also created difficulties. Then, when we acquired RED5 and The Source it became even more compelling because we had 5 different systems. I wanted a fully integrated end-to-end solution."

A key requirement for Gift Universe was to find a solution to seamlessly link their back end processes with a suitable EPOS system across their network of stores. Following this, the development of OrderWise Store EPOS was commissioned.

Implementing OrderWise

Despite the scale of their operations, Paul tells us OrderWise ensured a smooth transition with minimal interruption. Dedicated teams spent several weeks at the Gift Universe premises to guide them through their installation.

Considering it was affecting every single touchpoint of the business, it went remarkably well, we were never in a position where we stopped trading or couldn't operate; from day one we never had those issues.

Paul added "The main thing is I can say is customers never suffered, we got stock out to stores, processed transactions, we knew what was happening, so we were happy."

The OrderWise solution

Callum Harrison, Assistant Manager at Menkind in Leicester, said; "The relationship between the warehouse and stores has improved massively." He added, "Using one system, it's a lot easier to find the right stock at the right time, accuracy is a lot better and it's easier to find the sales statistics for the week."



With the ability to process sales directly from a mobile tablet during busy periods, Callum commented "It really helps lower the queues and there's quicker sales on the shop floor."

Having implemented OrderWise Accounts to effectively manage their daily accounting processes, Gift Universe found efficiency dramatically improved across the business as staff could now see exactly what they needed at any point.

From their 60,000 sq. ft warehouse, the business also found inaccuracies across unit picking and discrepancies have significantly improved, with accuracy levels now operating at an impressive 99.7%. Returns have also been streamlined, allowing them to provide first-rate customer service levels.

With Gift Universe taking up to 200,000 orders per month, increasing to well over 1 million in peak season, Nick Tulloch, Merchandising Manager, comments;

On the replenishment side, it's been life changing! With OrderWise, you can import almost anything at all and there's also the option to have dynamic replenishment levels that constantly change based on all the information from our stores.

Looking to the future, Paul Kraftman tells us "The biggest compliment is that we don't notice the software is there but it just works and functions effectively. When OrderWise have new developments we can seamlessly integrate them into the business. We feel that there is a genuine desire there to be a long term partner with the business."



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