

Customer case studies

Durbin PLC

With over 45-years' experience and 20,000 products, Durbin Plc is one of the country's leading suppliers of medical products. Starting out as traditional chemists, the company now exports branded and generic pharmaceuticals, medical equipment and consumable supplies to 180 countries worldwide. Its many customers include wholesalers, hospitals, chemists and charities.

"Our solution allows us to keep an accurate view of our stocks and monitor their expiry dates which are so crucial to our business."

Philip O'Reilly
Commercial Manager



Industry	Distribution
Geographic	Middlesex
Employees	80+
Turnover	£26m
Solution	Access Supply Chain Dimensions
Modules	Core ledgers Sales orders Purchase orders Stock control Location & lot control

A flexible solution

Durbin chose the Access Supply Chain solution to help them achieve their aim of increasing annual turnover to £20m. The decision was made after an extensive review of the market.

"We looked at Sage but it just wasn't flexible enough," says Commercial Manager Philip O'Reilly. In particular, the true multi-currency processing offered by Access was excellent, compared with Sage, which needed different customer accounts for each currency.

We chose Access Supply Chain because of the excellent flexibility of the software itself, and the quality of accompanying implementation and support. We received excellent help from Access and they even wrote special utilities to help us input data that was held in a multitude of formats," says Philip.

Strong sales order processing software is essential for Durbin, which advertises that its team of health and logistics personnel can arrange all pharmaceutical requirements with just one phone call, fax or email.

The challenges are immense. In addition to the strict export requirements of the UK, Durbin must also conform to the import requirements of over 150 different countries and comply with Medicines and Healthcare Products Regulatory Agency (MHRA) and World Health Organisation (WHO) regulations on the storage and delivery of hazardous or fragile medicines.

Meeting the challenge

Philip is confident in the knowledge that his Access solution meets these challenges. "It allows us to keep an accurate view of our stocks and monitor their expiry dates which are so crucial to our business.

He continues: "In addition to detailed stock requirements, Access Supply Chain provides all the functionality needed to plan and control the progress of complex orders, and to handle purchase and sales order processing. It also provides specific modules for resource planning, time recording, job costing and web-based order processing."

The seamless connection between the specialised distribution (or 'front end') parts of the solution and the core ('back office') financials is particularly important. Any business transaction that impacts on the financials is automatically updated into all the relevant ledgers; conversely, ledger information (such as customer credit status) is instantly available to the system's commercial modules, including the dedicated sales order processing screens.

Entering information just once and allowing it to flow around the business eliminates all the time, effort and errors associated with re-keying. At the same time, by collating financial data from across the company, Durbin also gains maximum benefit from the power, security and reporting capacity of a SQL Server database.

Who we are

Access specialises in the provision of fully functional ERP solutions for medium and large companies. Our modular system will give you a fully connected platform that can be constantly tuned and expanded – now and as you grow. Whether you are a distribution, manufacturing, assembly or service company, we provide cost-effective functionality for every aspect of your organisation.

Our Access Supply Chain ERP solution incorporates both distribution and manufacturing packages. Select the manufacturing and you can incorporate any or all of the distribution modules and vice versa. Both packages include fully integrated financials and, to complete your solution, powerful productivity modules are also available.

Further information

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