

Customer case studies

DBD Distribution Limited

DBD Distribution is the leading distributor of kitchen appliances in the UK. Its core business is providing stock, delivery and installation of white goods to major house builders. DBD's strategic aims are carried out through a distribution and warehousing operation, in conjunction with a contracting arm.

"Access has proven to be adaptable and connectable. Our business is growing rapidly and we know that our Access system will grow with us."

Bob Barnard
Managing Director



Business growth was beginning to place a great strain on the company's infrastructure. It could not process growing transaction volumes, nor could it deliver management information. Feeling that its ability to extract meaningful reports had been compromised, DBD decided to source a new financial system.

The solution

With the aid of their accountant and a systems consultant, DBD evaluated a number of enterprise applications and drew up a detailed system specification. This included the ability to handle high transaction volumes, excellent adaptability, reasonable cost and easy modification. After further investigation and demonstrations from each supplier, DBD selected Access and Access Dimensions.

Bob Barnard explains their decision. "Cost wise, Access was somewhere in the middle, offering great value. But, what really won us over was their experience as an implementer. Their confidence in the product was tremendous. And knowing their skills, we were confident in their ability to adapt the product to our requirements."

Implementation of Dimensions

went according to plan and budget. The system is used by Accounts, Buying, IT, Admin and Transport, giving company wide access to up-to-the-minute information, including stock and customer records.

"We operate a very specific business and Access Dimensions has been easily tailored and honed to match it. Access have delivered

Industry	Distribution
Geographic	Hertfordshire
Employees	83
Turnover	£12.5m
Solution	Dimensions GoldMine
Modules	Core ledgers Credit control Invoice register Cashbook SDK Stock control Sub-analysis/multi-locations Price matrix Sales order processing & Invoicing Purchase order processing Costing/project management Corrections CIS Goldlink+ Access cash flow

superb service. Their knowledge and expertise came together with the Access software to form something fantastic and very powerful,” says Bob.

Managing the order bank and improving buying forecasts

The Access project costing module is used extensively to manage DBD’s projects. A project (customer order) consists of white goods required to kit out an entire development of new build houses. Within any given development there are a number of plots, different house types and customer choices. Goods are supplied to the customer at a fixed price.

Supplying to new home builds means that a project can remain open for a considerable period of time, pending sale of the properties. The Access price matrix module is used to manage the dynamics of delivering goods at a fixed price, up to two years after the price is agreed. Bob Barnard comments, “In an industry with fixed priced sub-contracts and tight margins, it is critical to get your pricing right. The Access price matrix, used in conjunction project costing, enables us to do so.”

At any time, the company can drill down into a project and see what has yet to be supplied. As deliveries are made, orders are called off and transferred from costing into sales order processing, to become a live order.

Back-to-back orders – reducing stock holdings

DBD takes advantage of the back-to-back order facilities in the purchase order processing module. As sales orders are raised, so are corresponding purchase orders.

This process eliminates the need to hold any speculative stock, something that simply was not possible with the previous system.

An order bank report enables the company to see at any time the value of orders in hand. From this information, forecasts can be produced as an aid to the buying process. Because orders can be collated, the company can buy container loads direct from the factory and benefit from lower prices.

Order planning and scheduling

Access have incorporated their graphical scheduling tool with Access sales order processing, to control the scheduling of work for over 30 external installers. The sales order for each job can be seen within the service management software, at the click of a button. All necessary information is detailed on the sales order, including the job schedule and the allocated engineer.

Bob Barnard explains the impact that this technology is having: “This is the really exciting bit. We have moved away from manual processes – clip boards and pegs on the wall – to a fully computerised system. Now our whole operation is slick. There are only three or four companies that can do what we do and we definitely beat them on service.

Before, when we received a customer call, we had to ring back with the details, after finding them in our paper files. Now, we instantly know exactly where our engineers are, and we can see all the details pertaining to an installation. This means we deal with things immediately.”

Who we are

Access will give you the advice, tools and clarity you need to make effective decisions, quickly and with certainty. As both a business-focused consultancy and a specialist software developer, we combine our innovative software with practical experience to deliver a solution that’s exactly right for you and your business.

You can rely on us to provide you with a solution that’s simple, proven and relevant to your company. We have over fifteen years’ experience of developing software here in the UK and our regional consultants have tailored and implemented this software all over the UK and Ireland. The expertise we’ve gained gives us an unbeatable ability to accurately assess your needs and deliver maximum impact with ease and confidence.

We believe your solution must be ready for the future, as well as right for today. Because your business will constantly evolve, we provide a software solution that grows with you. Our modular software covers a complete range of business, financial and administration processes and can be flexed to give you the precise view of your business that you need at any time.

Our supportive consultants combine their first-class software expertise with in-depth industry knowledge to constantly improve and simplify your business processes so that your solution delivers maximum value and a continual return on investment.

With Access, you can be sure you’ve got the clarity you need to reach your business goals.

Further information

For further information on this, or any other Access case studies, please telephone us on 01206 322575, email case-studies@theaccessgroup.com or, alternatively, visit www.theaccessgroup.com/downloads/case-studies.aspx