

Case Study: Dexion Citiport



Company Profile

Rack & File Industrial (trading as Dexion Citiport) is a proud member of the national Dexion franchise group.

The Dexion franchise group specialises in providing storage solutions for office, storeroom, warehouse, factory, workshop, retail, school, hospital and hospitality customers.

Business Challenges

Dexion Citiport formerly operated a number of disparate systems and manual spreadsheets to maintain control over its business. As these systems were unable to communicate with each other, the administrative time required to maintain these systems was significant.

As Dexion Citiport's business grew, the administrative demand of these disparate systems resulted in an enormous workload for staff, making it increasingly difficult to access accurate, up-to-date information about the key areas of the business. Ultimately this meant that it wasn't possible to maintain accurate control over key business drivers without expending considerable time collating the required information.

Dexion Citiport's management recognised that this inability to easily access up-to-date information about the key business drivers was restricting the ability for the business to fulfill its potential. To overcome this hurdle the disparate systems needed to be consolidated to provide an integrated business solution that could readily cope with current needs and future growth.

Company:

Rack & File Industrial (trading as Dexion Citiport)

Industry:

Commercial and industrial storage solutions

The Issue:

Dexion Citiport was using a number of disparate systems that did not integrate with each other. As the business grew, these systems placed a large administrative burden on the business, resulting in limited visibility of key business information.

The Solution:

Graycorp's Gcorp Enterprise solution was implemented, providing Dexion Citiport with a single integrated system that gives rapid access to key information required to make informed decisions.

“Finally, an integrated business software solution that works straight out of the box that can also adapt to our changing needs, how we need it when we need it.”

Mark Henderson
Operations Manager
Dexion Citiport



The Solution

After evaluating a number of business software applications, Dexion Citiport chose to implement Graycorp's Gcorp Enterprise suite of software.

An intuitive and easy to use Enterprise Resource Planning (ERP) solution, Gcorp integrates Dexion Citiport's core business functions into a single system, removing the need for manual systems to be used.

Gcorp provides Dexion Citiport's staff with access to real time business critical information, allowing them to closely monitor and manage the key areas of their business.

As part of the re-design of internal business processes, Gcorp has become an intrinsic part of the daily operations for all staff, providing a single system to manage the entire business process from quote creation through to dispatch and installation.

In addition to the successful implementation of the base Gcorp Enterprise solution, Dexion Citiport has worked closely with the Graycorp team to develop additional modules that further streamline processing and centralise core business information.

The Outcomes

The implementation of the Gcorp Enterprise solution into Dexion Citiport's business has provided many benefits. The list below outlines a few of the most profound outcomes:

- Improved sales analysis and margin reporting has enabled the business to easily identify top performing lines and customers.
- Inventory turnover has more than doubled on an increased revenue base and the traceability of inventory has been significantly increased.
- Building business processes and systems that revolve around the Gcorp Enterprise solution has reduced the dependence upon individuals.
- Access to 'live' information has enabled management to make quicker, more informed business decisions.
- Integration with the 'expert' design system has streamlined processing and reduced the time required to process quotes.
- A significant reduction in the average debtor days, on increased revenue, has resulted in a markedly improved cash position.

Using the outcomes delivered to date as a foundation for future expansion, Dexion Citiport now plans to increase its use of information gathered within the Gcorp Enterprise solution to facilitate more detailed analysis of the key areas of the business.

About Graycorp

Graycorp works with food and beverage, distribution and manufacturing companies offering a fully integrated software solution that provides the business tools to support informed decision making and achieve optimum business results. The Graycorp team offers clients a unique blend of direct commercial experience in distribution and manufacturing consulting, business software development and client support.

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