



DMS | flooring supplies

DMS Flooring Supplies

Industry: Household Flooring and Carpets

Sector: Wholesale, Trade Counter and Online Retail

Key Requirements: Stock Management, Multiple Stock Locations, Stock Transfers, Warehouse Management, eCommerce integration, POS, Sage 50 accounts integration, Returns Management.

Founded in 1974, DMS Flooring Supplies are a leading wholesaler of carpets and flooring based in Northampton, with branches 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 Flooring Supplies trade in carpets, Karndean flooring, underlay, adhesives, abrasives, levelling compounds and other floor preparation products. They will receive around 2,500-3,000 orders a month, with orders placed via telephone, their website or trade counter.

DMS Flooring Supplies began using OrderWise in early 2013. We spoke to the Director of DMS, David Gowling, who took time out of his busy schedule to talk to us about his experiences using OrderWise and how it has managed to change his business.

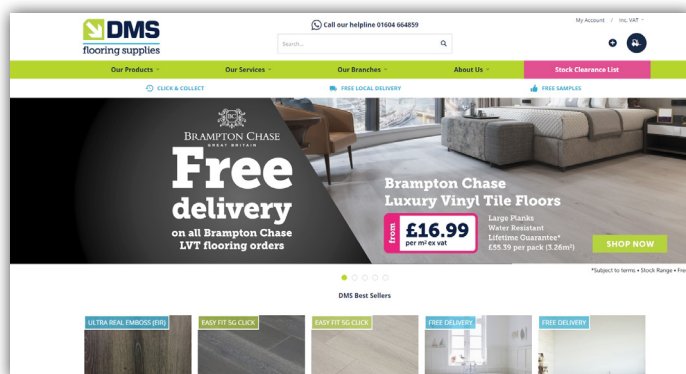
The requirement

DMS were originally using Sage Line 50 coupled with a bespoke developed 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. David explained that the insufficient stock control provided by their previous system was starting to prevent the company from further developing. The main reason for the previous system preventing DMS from expanding was down to the excessive use of paper documents throughout their despatch and inter-branch processes. This was not only extremely inefficient but also meant DMS lacked the visibility and accuracy they needed to perform tasks quickly and effectively.

With DMS looking to open new branches, expand their business and generally improve their daily operations, the decision was made by David and his team to introduce a new stock management system that was able to solve their problems.



Implementing OrderWise

Whilst looking around at possible replacements for their existing system, David said that the way the OrderWise package was structured was something that stood out to him straight away.

With OrderWise providing DMS with the potential for growth and comprehensive stock management functionality that they needed, OrderWise was introduced into the business. David was also full of praise for how simple the go live and implementation process was and was impressed with how OrderWise could be sculpted to how DMS needed it to work.

However what surprised David the most about the implementation process was how easily the business and his colleagues were able to adapt to the new system. He mentioned how OrderWise proved all his friends wrong with how quickly the software became a natural part of the daily business routine.

"A lot of my friends have wholesale businesses and they said that going live with a new system is going to take a year or two to get bedded in" David explained. He then went on to say "but I can honestly say that within four months we were far, far ahead of where we ever were before with our previous system".



The OrderWise solution

The main reason for DMS upgrading their business management software was the added control over stock that they required between their multiple branches. By combining OrderWise's extensive stock control capabilities with the Stock Transfers module to transfer goods between branches, David explained that his team are now managing their stock much more effectively than they did previously.

One aspect of OrderWise that has also had a huge impact on the running of DMS is the back-to-back ordering functionality. David explained how this has enabled the business to cater stock to meet demand as well as improve overall productivity.

"The back-to-back ordering is just phenomenal. That's alleviated the pressure on our buying department and totally changed our business for the better."

By using the OrderWise Despatch module and plans to introduce OrderWise Mobile WMS Devices very soon, DMS have also managed to greatly reduce the amount of paper documents being passed between staff so that errors are now kept to an absolute minimum.

Thanks to OrderWise, DMS have not only been able to eliminate the issues they were experiencing on their old system but also enhance their entire operation. By implementing a comprehensive, fully tailored end-to-end business management solution, they have been able to improve all daily processes. Furthermore, since going live with their new website, DMS have found the eCommerce integration with OrderWise a seamless and stress free experience.



"We have much better tracking of stock and when we plan to open new branches in the future, it takes literally seconds to set up a new branch within OrderWise."



What's next for DMS Flooring Supplies?

So with OrderWise able to provide DMS with a complete business management solution, solve the problems they were facing and completely transform their daily operations, the question is what's next for OrderWise and DMS?

"Literally 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. Obviously from this we can build a successful website and continue growing our branches on a national scale."

"OrderWise has enabled us to be 100% scalable. We have the ability to grow the business quickly, there's nothing holding us back in terms of IT anymore. The system sold itself, the software is second to none, we've been really impressed and we've got some really strong advocates in the business."

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