

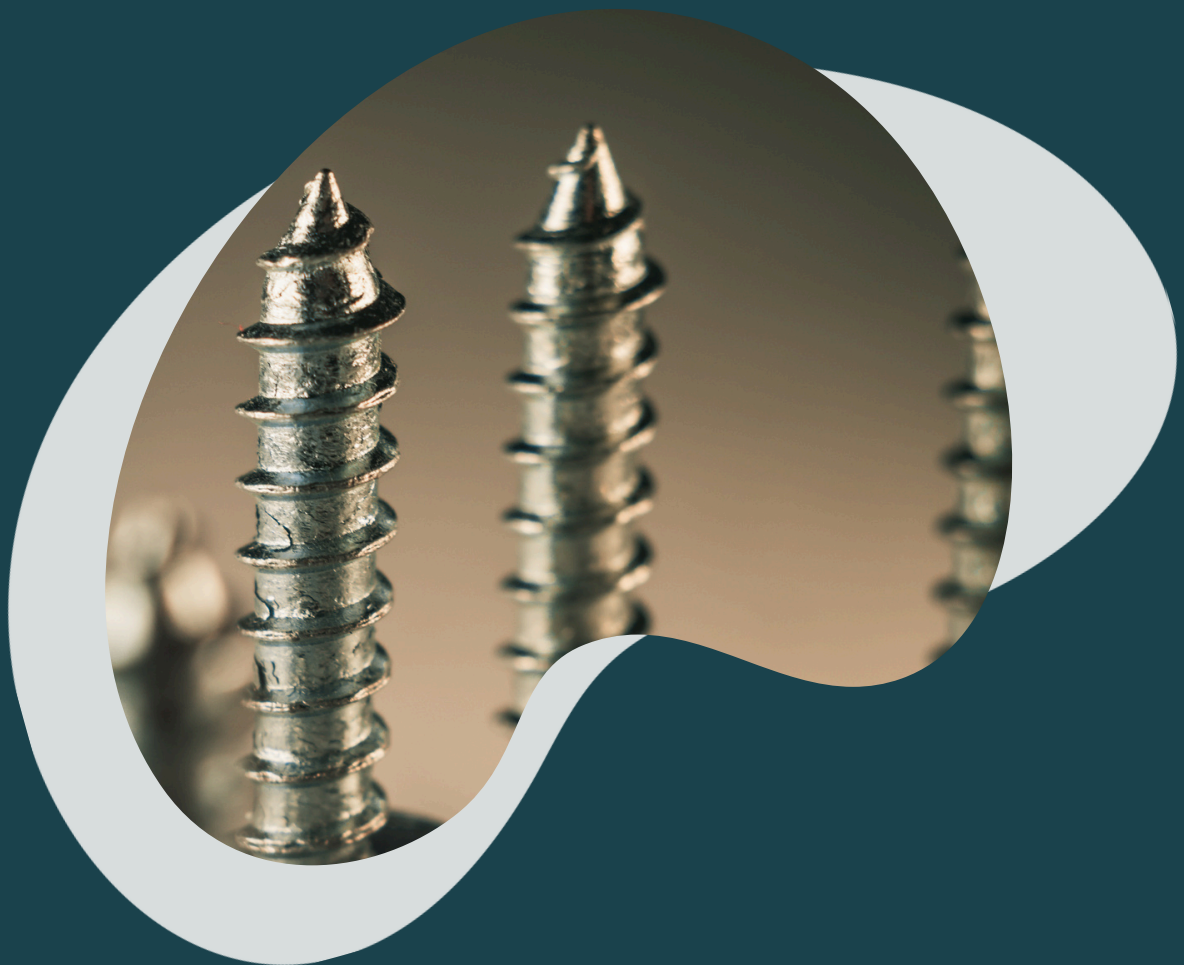


# Case study: WF Supplies

# WF Supplies

WF Supplies is a third-generation family business that has been a trusted partner for shopfitters and dry-liners for over 50 years

They've refined their 5,000 key stock lines, including site supplies, fixings, adhesives and sealants, timber and tools, for the needs of their sectors, which they deliver via an invaluable next-day, direct-to-site service.





## The challenge

**Managing 5,000 SKUs was proving challenging for Jason Morriss and his small team. Stock levels had become unruly since the COVID-19 pandemic, and they wanted to bring them back in line.**

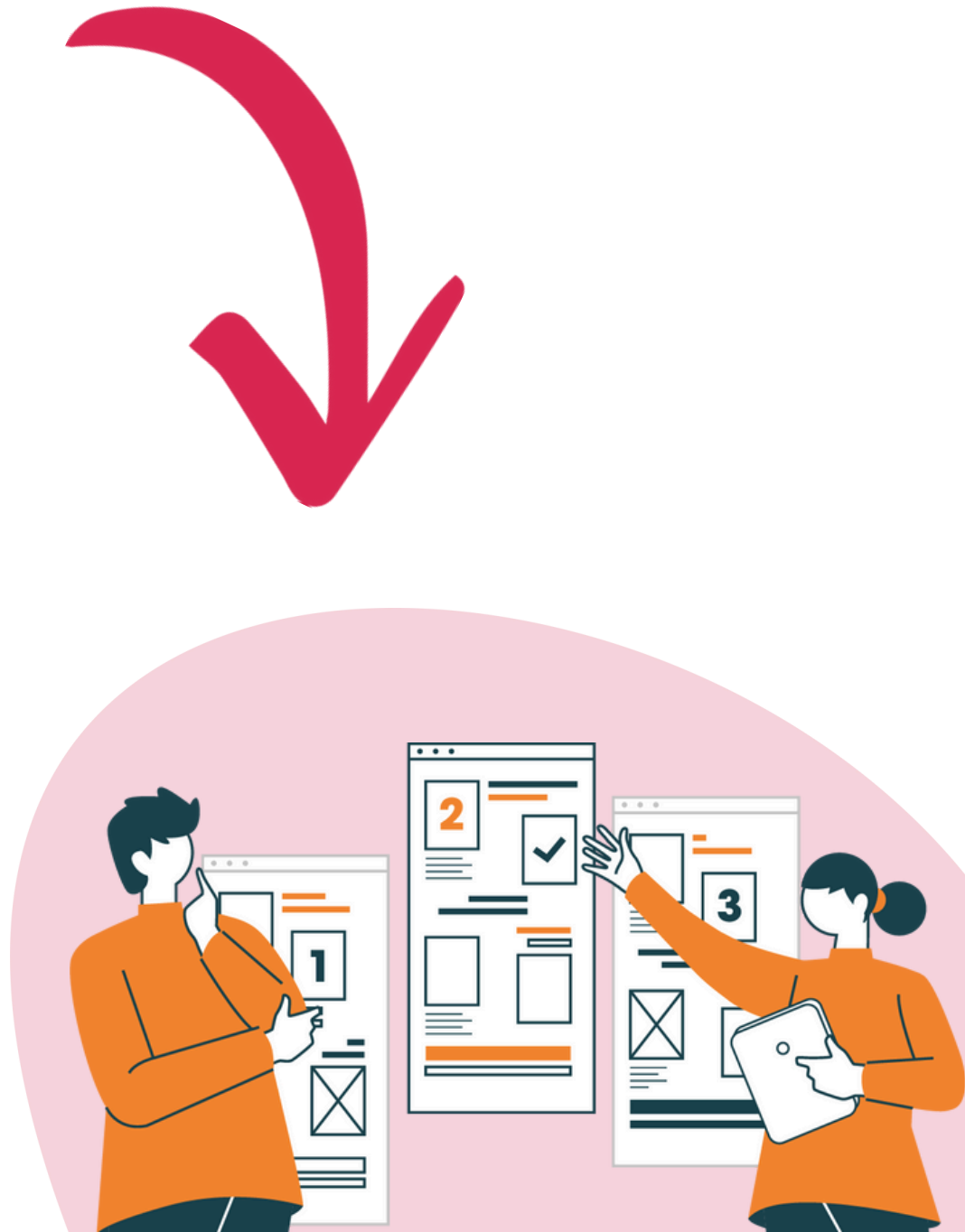
The team were juggling time-consuming manual processes, such as error-prone data entry and marrying up multiple reports from different sources. They struggled with stockouts, while chasing and expediting orders was the norm.

As the company grew, using spreadsheets for time-consuming forecasts was no longer appropriate, especially as WF Supplies imported goods from overseas with up to six-month lead times. The spreadsheets couldn't provide forward forecasts and weren't comprehensive enough to truly understand what stock was needed.

Without accurate forecasts, there was a high risk of stockouts, which could lead to losing entire customer orders, even if only one item was out of stock.

With so much information in each team member's head, the team struggled when a member of the team was away from the business. They needed clear processes and clear data to remove some of the pressures and allow the team to function.

Jason knew there was a better way to handle business growth, manage stock levels, and control stock value.





## The solution

**Jason had clear objectives for any new system they would bring on board to support their business growth.**

- Manage stock value.
- Have a good understanding and visibility of stock to prevent stockouts.
- Improve forecast accuracy and stock availability.
- Improve operational efficiency and workload distribution.

As WF Supplies uses Merlin as their ERP, they knew other Merlin customers had adopted EazyStock, so they contacted the team to learn more.

***“Our initial conversations provided an overview of the system, which allowed us to see how it worked and get some insight into how it would help us. The EazyStock team wanted to understand what we needed, and we knew EazyStock wanted to help us achieve our goals. There’s no point in taking on a system if it won’t help us with what we need.”***



## The results

**WF Supplies have gained more insight and understanding of their stock. With better stock control, WF Supplies have reduced their stock holding value by 10%. They have still increased sales by 30% to record levels while maintaining an impressive 99.7% service level.**



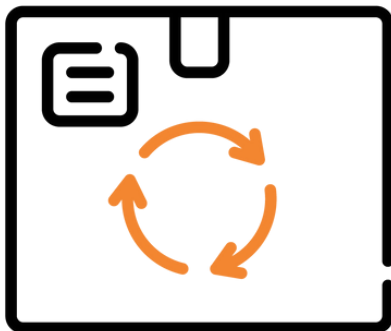
**30% sales increase**



**99.7% service level  
with less stock**



**10% decrease in  
stock value**



**Increased stock  
turn from 5.5 to 7.5**





## Forecasting

WF Supplies have improved their forecast accuracy thanks to EazyStock using forward forecasting that doesn't rely only on historical data. Instead, it uses advanced algorithms that review demand types, product life cycle stages, trends, and seasonality. Jason uses the book prediction graph daily for forward forecasting.

***"EazyStock looks at a lot more parameters and formulas than I'd ever be able to replicate in a spreadsheet, so it's obviously going to give us more of an accurate figure."***

***"When you look in your ERP system, you see a load of numbers, so you can't see patterns or changes in demand. With EazyStock, the graphs and dashboards help you identify changes."***

EazyStock also provides Jason with updates for items with erratic or volatile demand so he knows if they need to increase order quantities. Having the figures backed up with data makes it easier to justify and discuss with the warehouse teams to see if they can hold the extra stock.

***"I've got facts, which is helpful in any situation."***





## Using reports to manage stock value

EazyStock's automated reports have been game-changing for WF Supplies. They use the risk of run-out and recommended order schedules daily to check what needs ordering or adding to existing orders. The risk of run-out report is proving invaluable for Jason. ***"The risk of run-out report captures things long before we would probably notice it."***

The stock turn report lets WF Supplies understand how quickly they turn their products. They have increased stock turn from 5.5 to 7.5, which means they turn around stock 7.5 times on average every 30 days.

Using the supplier schedule allows WF Supplies to provide early order information to their suppliers so they can plan and work ahead.

***"We're putting orders on one or two weeks in advance, which our suppliers love because the last thing they want is an urgent order and being told we need it tomorrow."***

WF Supplies' dedicated customer success manager, Marek Glaszewski, also helped the team create a tailored plasterboard report. This weekly report highlights data for a group of critical stock items so they can ensure availability. These can be tricky to manage due to their size, so it's important to find the balance between ordering enough to meet demand without compromising warehouse space.

## Better stock management

WF Supplies have increased sales by 30% while reducing stock and maintaining high service levels. This is impressive, considering the lead times the team works with and the number of factors at play.

**"If we were using spreadsheets and trying to pull out the level of data we get from EazyStock, we wouldn't be managing in the way we are now. With EazyStock, we can track stock activity, identify excess stock and see what is sitting in our warehouses."**

**Jason Morriss**

Procurement and Stock Manager



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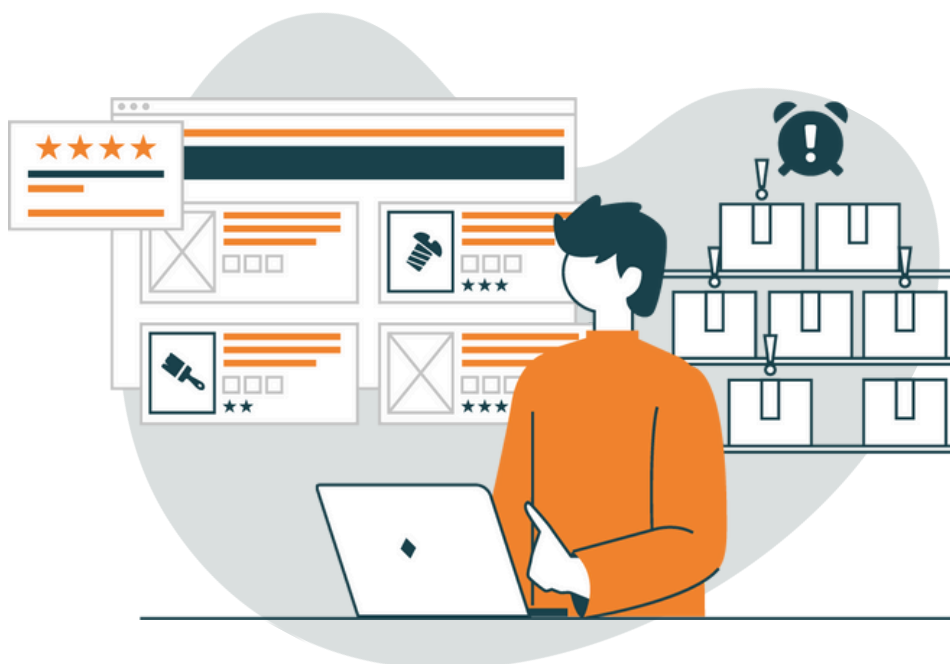
***"With EazyStock, we can track stock activity, identify excess stock and see what is sitting in our warehouses."***

Jason has been able to use this data to identify dead stock and slow-moving stock that is at risk of becoming obsolete to manage stock levels and ensure warehouses only hold essential stock.

## **Time saving**

Automating processes with EazyStock has saved Jason and his team time that they can put towards more value-add tasks. Before EazyStock, he had to pull the data from his ERP system to manipulate it in a spreadsheet. Doing this three or four times a day across several items would soon add up. Being able to click a button in EazyStock has reduced the time taken from around half an hour to seconds.

Jason has been working with a team of three, which was manageable thanks to EazyStock, which essentially became an extra team member. It's only now, due to WF Supplies' growth, that they are increasing the team to four.



## Onboarding

Jason found the onboarding process and working with Marek easy and straightforward.

*“After getting the data transferred, we had a series of training sessions, which gave us an insight into how things work at a basic level behind the scenes. Where EazyStock draws information from, what it does with it and how we could use it.”*

Jason can't fault the relationship between Marek and the team.

*“Every time we ask a question and speak about something, it happens. We've worked with other systems in the past, and the support we get is absolutely second to none.”*

Marek echoes Jason's sentiments. *“From my perspective, it's been a really good project. Jason and his team were on board from the start, supplying their data swiftly so we could configure the system in our training sessions. Everyone picked up the theory really quickly and understood the benefits pretty much straight away.”*

The team saw tangible results even during onboarding, as Marek explains. *“It was great that we could deliver value from the very beginning of the project. During initial workshops after EazyStock was set up, WF Supplies identified products they would have run out of. Jason's comments were very positive straight away, saying, 'We would have run out of this...and that!'. This was before they started placing orders with the software and started seeing even bigger benefits and results.”*

When asked how he would feel if they had to stop using EazyStock and return to their old ways of working, Jason said he ***“would be gutted. It would be a huge step backwards.”***

Jason wouldn't hesitate to recommend EazyStock for companies considering automating their purchasing processes. ***“EazyStock has **changed our way of purchasing**. It's allowed us to see in-depth where we're at, what we're doing and manage our stock better.”***







# Find out more

To find out how EazyStock can help your business, get in touch.

[Book a demo](#)