



QVS Accessing Multiple Locations



Key Benefits...

- Real-time view of inventory across multiple locations
- Sales Reps have access to customer information on the road
- Customised reporting
- Customised role based dashboards
- Instant access with cloud solution
- Enterprise tool

QVS create quality products with affordability and style in mind. QVS specialise in cosmetic tools, manicure and pedicure implements, hair accessories, home body products and travel accessories.

QVS aim to offer everyone a personal care accessory that exceeds their expectations; a product that has been conceived and rigorously tested to meet the highest quality standards, provide uncompromised value and achieve a style that will impress the most discerning and fashion-conscious shopper.

QVS's head office is based in Takapuna, with warehouses and distribution throughout New Zealand and Australia. Its products are available from Pharmacies, Beauty Salons and Department Stores.

The Challenge

QVS found its current systems were not working for them. They had a number of issues with the software and were spending a lot of time with manual processes that could not be automated in MYOB.

The number one problem was the inability to support different locations. QVS's stock was spread throughout New Zealand and Australia at different warehouses as well as having a central office and numerous sales reps out on the road. The current system was based on one business in one location and could not handle these different locations.

Other issues included:

- Reporting difficulties – MYOB came with predefined reports that could not be customised to suit the unique requirements. Not only could QVS not get the information it required, but even the predefined reports were confusing to run.
- QVS was in a period of rapid growth and had a significant increase in the number of clients. The system was unable to keep up with the growth and was not designed for customer relationship management.
- The system was only suited to the financial side of the business, QVS needed a solution that would operate throughout the enterprise.

About Fusion5

Fusion5 is a professional services organisation specialising in the implementation and support of business application software across Enterprise Resource Planning, Customer Relationship Management, Human Capital Management, Enterprise Project Management and IT Service Management.

Our large team of highly qualified project managers and consultants means our track record for delivering on time, on budget projects is second to none. And our ability to support a wide range of business applications means our customers can enjoy the benefits of consolidated support through a highly committed business partnership.

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www.netsuite.com

Multiple Locations – Not a Problem

When QVS first implemented NetSuite in 2007 they had no idea just how powerful a tool it was going to be for them. The company was already working from multiple locations and with the current rate of growth, plans to extend distribution were moving ahead. “NetSuite was able to handle our numerous products spread throughout New Zealand and Australia; multiple locations were not a problem at all. This functionality enabled us to have a real-time view of stock levels and in which warehouse that product was located” explains Luciana Szczecinski, Inventory and Purchasing Manager for QVS,

Stock control had previously been a fully manual process, opening up the possibility of data entry errors, ambiguous writing and to much time taken to perform so many manual operations. There was always a wait to find out who had what in stock and how much. Luciana explains the value “We are able to allocate stock to a warehouse across different locations in NetSuite. We can then control the stock movement centrally in the head office without any time intensive manual processes. When we need to know the balance of an item we can look it up instantly in NetSuite and have it dispatched.”

Fast and Efficient Distribution

With the ability to see where stock is anywhere in the country, NetSuite has enabled QVS to have real-time dispatching of products. “Our sales reps are able to place orders while meeting with a customer and within minutes the order is with the 3rd party warehouse for distribution. As NetSuite is cloud-based we can allow the warehouses access to controlled information without them needing to buy expensive software, enabling orders to be retrieved in real-time. This capability keeps our customers happy with fast turn-around time.” Luciana.

Customisable

All aspects of NetSuite can be customised for an individual user. The administrator sets up access rights keeping security tight. The individual user can then personalise the views and dashboard to best suit them and their role or frequently repeated tasks.

“Not only can we allow customised viewing rights for our 3rd party warehousing, we can also set customised views based on roles or tasks. For example, our sales reps set their NetSuite up so that they can view customer information quickly such as last order or contact history - all while out on the road!”

Reporting

“Reporting is brilliant, you can do anything!” exclaims Luciana. Before the move to NetSuite, QVS was stuck with a limited number of predefined reports. This meant that they were running ten reports and producing two Excel spreadsheets just to get the information they needed. This data was then manually manipulated to extract the required information and display it in the correct format for management. Now QVS has any combination of report they can imagine at its fingertips, all within NetSuite – no need to export to Excel. QVS has managed to cut its reporting time significantly and have one automated monthly report to replace the previous ten.

The Future

QVS is focused on showing its business, streamlining processes and enjoying market success. NetSuite will be with them all the way.