



“It’s always a nice moment
when the company’s
management team gives
you a big pat on the back.”

Dixon Group

Getting all the right connections

With manufacturing and distribution centres spanning the length and breadth of Canada, Dixon's supply chain is reliant on effective communication and resource planning systems.

Connecting all the dots

Although enjoying considerable success, Dixon had reached a point where it was beginning to labour under two heavily modified and disparate IT systems – one for its distribution arm and one for its manufacturing operations. This meant that substantial manual entries were required to produce consolidated reports.

It was clear to Wes Mark, Dixon Group's IT Manager, that a new system was needed that integrated the two sides of the business.

"We were also looking for an Enterprise Resource Planning system that could really help improve our distribution performance by giving us access to real-time data on stock-in-hand availability and stock available to promise," said Mr Mark.

"In addition, the ability to batch process backorders on a first-come, first-served basis was critical," added Mr Mark.

Based on a recommendation from Dixon's sister company in Adelaide, Australia, Mr Mark got in touch with Pronto's Canadian partner, PSA Inc.

Following a demonstration of the Pronto Xi platform, Mr Mark was as impressed with the product as he was with the level of support that PSA was able to provide to ensure the company's goals were fully realised.

The right tools for the job

Having gained a thorough understanding of Dixon Group's needs, PSA Inc recommended a carefully staged implementation of the Pronto Xi modules to ensure there were no breaks in the supply chain – something Dixon could not afford. The recommended plan included:

1. Adoption of a broad range of Pronto Xi features to manage accounts receivable, accounts payable and general ledger; costing, sales and purchasing; MRP, DRP and shop floor control; and forms and mandatory reports
2. Pre-rollout pilots, testing and staff training
3. Approval to cut-over from the legacy system once everyone was confident Pronto Xi was running as expected

"Once we went live on Pronto Xi, we didn't want any data entry or reliance at all on the legacy system," said Mr Mark.

Performing under pressure

After a smooth changeover to Pronto Xi, Dixon has reported a number of significant business improvements.

"With much more visible, real-time financial management and report generation, we've been able to improve our efficiency and make valuable business decisions," said Mr Mark.

"The users in our distribution chain are particularly happy," added Mr Mark, "because their jobs have become a bit more straight-forward. Things like accurate order-date driven batch back-order releasing makes a big difference."

The Dixon Group has enjoyed other benefits from using the Pronto Xi system.

"Having everything seamlessly integrated was obviously a major goal, but a lot of the smaller efficiencies we've been able to make have been a pleasant surprise."

"In fact, we're so pleased with Pronto and the support we've received from PSA that we are about to introduce a range of other modules to take care of things like customer relationship management and electronic data interchange," said Mr Mark.

“We have been able to improve our efficiency and make valuable business decisions.”



The Right Connection™

Dixon Group

- A major supplier of industrial hose fittings and connectors in Canada since the early 1900s
- Manufacturing and distribution centres in 4 Canadian provinces
- Has a 900-page catalogue of products in stock
- Supplies an array of industries, including plumbing, aviation, agriculture and petroleum





“We have dramatically improved month-end processing times and now have real-time distribution information...”



Wes Mark, IT Manager, Dixon Group Canada

Home and hosed.

The Dixon Group had been struggling with incompatible manufacturing and distribution systems for its huge array of hose fittings and related accessories.

We Listened

to Dixon’s issues, particularly its inefficiencies in its distribution system and lack of accounting transparency.

We Adapted

a suite of Pronto Xi modules to the company’s specific needs, along with an implementation plan to ensure there were no breaks in the supply chain.

We Revealed

a system that resulted in dramatic improvements in distribution efficiency, month-end processing times and financial reporting.

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Tailor-made business software solutions.

Pronto Software has been developing award-winning business management software for over 30 years. With in-built intelligence, flexibility and an easy-to-use interface, its flagship product, Pronto Xi, enables users to discover rich business insights.

Pronto believes in the power of actively listening to clients, adapting our product to meet their needs and finally revealing the best solution. It’s how we continually surpass client expectations, delivering moments of utter surprise and delight.