

Merit Food Management System IMPLEMENTATION CASE STUDY



Affordable Food and Drink Software for UK food manufacturing

Merits Food Management System is one of the UKs leading Bakery management systems, but Merit's other customers include manufacturers of ice-cream, bagels and meat pies, and this case study describes a recent successful dairy implementation at D & D Dairies, Crieff, Perthshire.



System Selection and Implementation

D and D Dairies sell and distribute dairy products around central Scotland. Partner Robert Simpson says "We spent several months looking for a dairy-specific ERP system that we could afford - the ones we saw were either out of our league or "compromise" packages, i.e. they weren't specialist food and drink systems. The other big challenge was to replace our two unlinked order-processing systems – Retail and Wholesale, plus Business Objects for reporting – with one integrated package that we could also use later on for ingredients and recipe formulations. Merit stood out from the competition because although many of their customers are bakeries, the features (which include liquids conversions) seemed to fit pretty well 100% with what we do. Merit's consultants helped us achieve that by migrating the rather disparate data pretty smoothly and doing all of the training remotely, using LogmeIn".

Benefits for the Business

D and D have a dozen vans and need to coordinate daily deliveries and payments, including 700 door-step customers invoiced monthly and 500 wholesalers invoiced weekly. Within that they have a strong telesales element to the business, and the system supports that function smoothly and efficiently. The integration of sales with payments and cash allocation, which is all within the same package, as well as the general ease of use, means that headcount can be restrained even as turnover – more than £2m – increases by 10% year on year.



Next Steps

The system already holds product standard costs, so can generate sales and margin reports as required. The next step is to start using the ingredient, purchasing and recipe modules to control ingredient stocks and supplier costs. Robert is confident that, given the quality of support provided in the first phase, this is eminently achievable in the coming few months.

D and D Dairies

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Merit Food Management System

Powerful cost-effective systems for the food industry