

Positioning Ashabhai & Co. (Group) for Continued Success with QAD Upgrade

Client

Ashabhai & Co. (Group)

Business Area

Business Applications

Industry

Distribution & Manufacturing

Location

Suva, Fiji



Overview

Ashabhai & Co. (Group) is a family-run business based in Fiji, with branches in Suva, Nadi, and Labasa. They specialise in the manufacturing of FMCG products, plus the importing, exporting and distribution of both FMCG and Pharmaceutical products. Accounting management is controlled from headquarters for the entire Group and covers off 6 different entities.

In business for over six decades, Ashabhai & Co. (Group) employ more than 500 people and sell over 4000 Stock Keeping Units (SKUs) of products, including pharmaceuticals, medical devices, cosmetics, baking products, snacks, yoghurt, juice, ice cream, etc.

Fast Facts

- Fiji-based manufacturer and distributor.
- Upgrade of QAD ERP to support the business through future progress and change.
- Leveraging reporting capability for improved speed and business processes.
- Ongoing client services and support for maximum ROI.



Level 2, 10 Bond Street,
Sydney, NSW, 2000
+61 2 9657 0999
atturra.com

“Atturra are prompt and professional and were vital to making our upgrade project a success. We have had a very long and pleasant association with the team and value their highly collaborative approach. They went the extra mile in supporting, developing and mentoring us for the QAD implementation. We feel well-equipped and supported to manage and control the system in the future.”

Harish Patel, Managing Director, Ashabhai & Co. (Group)

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Problem

Several factors prompted Ashabhai & Co. (Group) to upgrade their existing QAD platform. The manufacturing side of the business had recently expanded, increasing its product portfolio. Part of the business strategy and succession plan was that this growth would continue, requiring robust technology to support progress and change.

Additionally, the business was using a third-party application for its reporting, which was due to be retired. Ashabhai & Co. (Group) were keen to utilise the reporting functionality within QAD, reduce the time lag between QAD and its CRM software, and improve business processes where possible.

Solution

Having partnered with Atturra's Manufacturing team for over two decades, the team at Ashabhai & Co. (Group) felt very comfortable that this project would be a success due to their intimate knowledge of the business and extensive manufacturing knowledge.

Atturra managed the upgrade project end-to-end, including planning, design, testing, deployment, and change management, while working closely with key stakeholders, including their Managing Director and Sponsor, Head of IT & HR Managers, Audit Manager and Business Process Owners.

The QAD upgrade included a next-generation financial module, which was considerably different to their current version. The entirely new interface presented a significant learning curve for the Ashabhai & Co. (Group) team. Atturra supported the team to master the new module through repeated online and on-site training and used business data to facilitate detailed testing and build test scripts.

Outcomes Achieved

Ashabhai & Co. (Group) are now equipped with a modern QAD ERP that can serve their growing needs, while making it more productive and efficient. The upgrade has helped improve internal business processes, and they no longer rely on legacy third-party applications. The business is benefiting from improved reporting times, formatting, and accuracy.

Since the upgrade, Atturra have been helping to reengineer Accounts Receivable and Accounts Payable to further streamline workflows and enhance efficiency. A sound technology base has enabled Ashabhai & Co. (Group) to deliver on their succession strategy, and they are well-positioned to support future expansion plans.

The ongoing partnership with Atturra provides peace of mind that the business has the full support and assistance of its ERP to ensure maximum value now and in the future.

Technologies

- QAD ERP