

# Case story

## AGU



AGU has considerably improved its delivery and service level and has saved 30% on personnel costs by using MLS Premium; this percentage will rise.



### Background

Even before the introduction of MLS, AGU had a good order processing and financial system. With MLS Premium, however, AGU took another step forward. Through the order system linked to MLS, dealers can order digitally. Because they can request detailed information about all the products, they know exactly what they are ordering. The MLS system then lets them know which products are being delivered. "Before we used MLS, orders and deliveries did not always correspond. That's fatal for good customer relations," says Cees van den Kommer, AGU's logistics manager. "Since using the system, deliveries and customer relations are back at top level. Furthermore, we've been able to make considerable cost savings."

In 2011, MLS Premium version 6.3 was implemented. This version gives AGU more flexibility and even better support for the various logistic processes in the warehouse. During the implementation process, a number of logistic processes have been remodelled so that they can work more efficiently.

### Business to Consumer

At the end of 2011, AGU started drop shipments for web order companies and AGU delivers direct to the consumer, as the customers of these web order companies.

The products for B2C orders are picked using collection containers and then packed in shipping boxes on the packing table. A delivery note is also printed for the web order company using the Scriptura software.

When completing the order, MLS automatically sends an e-mail to the consumer on behalf of the web order company containing a web link to the transporter's website so that they can track the progress of the shipping box. Several times a day, a track & trace file is sent to the relevant transport company with information about all the shipping boxes and delivery addresses.

### AGU performance in top gear

MLS Premium by Davanti is certainly very useful for AGU. "As a result of introducing MLS, the logistic system in the warehouses is much better organised. The delivery and service level is also much improved. Moreover, the stocks are now 99 percent *hard*," concludes a satisfied Cees van den Kommer. "We rarely or never receive complaints from retailers about our stock levels. And we are continuously aware of the workload, so that we can manage our employees better. Thanks to MLS, we have also made huge savings on personnel costs. In the first year of MLS, that was already around 30 percent. We expect that this percentage will rise further".