

## " Wine and Spirits Marketing throughout the UK ! "



### Customer Profile

Coe Vintners is an independent family firm established in 1930. From small beginnings, Coe's have evolved and expanded over the years, becoming a trusted name in Wine and Spirit marketing throughout the UK. The company is a wine and spirits wholesaler, which is focused on serving the licensed trade, and offering a huge range of products and brands. Coe Vintners supply the nation's leading clubs, restaurants and bars.

Coe Vintners stock an extensive range of both fine and affordable wines whilst continuing to expand and source new drinks products worldwide. They continually invest in their business, embracing new technology when appropriate and seeking new ways to improve customer service wherever possible.

### Highlights

- Enormously complex **Reporting** structure handled with ease.
- Trouble-free **Implementation**, up and running reliably from day one.
- S5 ensures the most efficient and accurate usage of **Stock** and Storage.

Coe Vintners were using a Unix based system which handled all their business processes. Richard Fox, Operations Director felt that the system was extremely limited. "The interface was very poor. It was menu led and very hard to look for products, customers, invoices or delivery notes, and we had plenty to find. On top of that, the reporting facilities were limited and inflexible. Expansion of the system was limited and we really needed to expand! My vision was to implement a new system and improve our working practices."

### Evaluating New Systems - Recommendations and Referrals

"We went on recommendations, especially from those in the wine and spirits industry. We investigated several systems, including industry specific ones, but none offered us the **power** or **flexibility** of **de Facto S5**. In addition, many vendors wanted to redesign us around the system."



### Troublefree Implementation and Transition

"You hear horror stories about **implementing** ERP systems – but we had no problems. From day one the system was up and running. Our staff have found the system **easy to use**, with its familiar windows-based interface."

### S5 handles our Enormously Complex Reporting Structure

"One of our key requirements is the utilisation of MAT's – Moving Annual Totals. Our **reporting** needs to be set to 12 rolling months. We have an enormously complex reporting structure. S5 has given us extremely powerful and flexible reporting options for the first time. And crucially, our reporting now is much more accurate."

We'll also be investing in the upcoming Business Intelligence facilities which have just been released."

### Interface with London City Bond

"London City Bond is our primary warehouse. S5 enables them to get orders directly to London City Bond via files. Previously this involved passing information back and forth between us and the Bond, via various means. S5 now does the job in a fraction of the time, and without error."

### ■ Auto-Substitution for Efficient use of Stock and Storage

"We put our deliveries into Bond. When it comes to drawing stock, we need our system to first pull stock from **Duty Paid** storage, and only on exhaustion do we pull the stock from under bond. S5 copes effortlessly with this, ensuring the most efficient and accurate usage of stock and storage."

### ■ Powerful Transport Module

"S5 enables us to easily split orders by **route**, saving us hours each day over our old manual system. Pigeonholing delivery notes are a thing of the past – it's all the click of a mouse away. After we have allocated the route, S5 prints the notes in **Route order** and produces the manifests which are emailed directly to the warehouse. S5 checks all the 'weights and measures', and also accounts for waste and packaging."

### ■ Responsive Support and Development

"The **implementation** team spent a lot of time with us, and helped us greatly. Over the years we've witnessed a significant development in the structure and efficiency of the **support** services."

### ■ Instant Access to Information

"Being able to flash up notes by product or customer is a real time-saver. We have over 2,500 products and obviously not every one of our customers always knows their products and what they want. So we can find information easily, often by using notes that we've added to customers, or to products. Again, this helps us enormously with to **promotions**."

### ■ In Short – Multiple Business Benefits

"Being able to easily **email** customers' invoices and statements is a boon. We have a very complex **pricing** structure, which S5 handles with ease. The **CRM** feature of S5 has been exceptionally useful for us. Any issues with our customers are recorded here and a list is emailed weekly to the reps. This makes us very proactive in our approach to customers."

Visit the website of  
[Coe Vintners](#)

#### Call Us Now ...

to find out how de Facto S5 can deliver a **powerful, flexible** and **easy to use** solution to your business system needs!

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#### Powerful Solutions for Multiple Markets

De Facto Software provides business driven Accounting and ERP solutions to **wholesalers, distributors, manufacturers**, packers and suppliers throughout the UK.

de Facto S5 incorporates integrated **Financials** and **Accounts, Logistics, Production, CRM, eServices, Costing, WMS, EDA** and **Business Intelligence** facilities, in one **flexible, easy to use** solution. Deploying the system typically delivers significant customer gains in such areas as productivity, cost advantage, management awareness, and competitive edge.



Power



Flexibility



Ease of Use

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