

The Socius24 logo features the word "SOCIUS24" in a bold, blue, sans-serif font. The letter "O" is replaced by a red circular icon containing a white, stylized network or molecular structure.

SOCIUS24

A large, modern industrial building with a white upper section and a green lower section. The building has a corrugated metal facade and a series of windows. The "Davies Turner" logo is mounted on the side of the building. The sky is blue with some clouds. In the foreground, there is a parking lot and a fence.

Davies Turner

Davies Turner

Case Study

Davies Turner extends the power of BY Dispatcher WMS to their customers with Socius24's User Service Portal.

“As a multimodal forwarder and logistics operator, our business can be complex serving many unique and specialist requirements from our customers. Through BY Dispatcher WMS, we have the flexibility to work the way our customers need us to work and fulfil their individual contractual requirements. Extending our WMS with Socius24’s User Service Portal has delivered significant benefits to our operation, streamlining processes, adding value to our customers and removing administrative burden.

Darren Gurney, Logistics Systems Manager, Davies Turner”



About Davies Turner

In operation since 1870, Davies Turner has become recognised as one of the UK's leading multimodal forwarders and logistics operations. Their capabilities span air, sea, road and rail and they provide specialist services across a wide range of industries including Aquatics, Fashion & Retail, Fine Wines and Pharmaceuticals to name but a few. Today Davies Turner employ over 850 people operating out of 22 locations and have a warehouse capacity in excess of 150,000 square metres (over 1.6 million square feet).

Background

Davies Turner pride themselves on being able to meet the unique needs of every one of their customers. They not only provide services to some of the most specialist sectors, but always look to cater for the specific nuances and requirements of each individual customer.

Having the technology in place to enable them to do this efficiently and effectively is key. This is why they first deployed Blue Yonder (formerly JDA and previously RedPrairie) Dispatcher WMS some 16 years ago. It offered them the breadth of functionality to manage such a broad range of customer requirements, while also offering them the flexibility and ease of use to quickly onboard new clients with a range of unique requirements, processes and SLAs.





“We had no doubt that Socius24 was the right partner to help us meet these requirements. Their expertise in BY Dispatcher WMS combined with the unique capabilities of their User Service Portal was a perfect fit for what we were looking to achieve.”

Darren Gurney, Logistics Systems Manager, Davies Turner

Challenges

Davies Turner are always looking for ways to provide their customers with value-adding services and innovative ways to streamline processes and operations.

They were looking to provide their customers with digital access into their operation; the ability to gain real-time visibility on stock levels, to place orders from the field and to gain access to a wealth of key management information and reporting.

Providing their customers with direct access to BY Dispatcher WMS was not feasible. It would require each customer having a user licence for the WMS which would be cost prohibitive for what was required and would not meet the needs of their customers who were looking for a simplified, intuitive-to-use, sub-set of functionality.

Key Requirements



Visibility: The ability to provide customers with real-time visibility into their logistics operations managed by Davies Turner.



Self-Service: The capability for customers to digitally serve themselves, gaining access to key information and to place orders online.



Flexibility: To uniquely provide each customer with the capabilities and functionality that they require against their specific business needs

Solutions Delivered

Socius24 has worked with Davies Turner for many years, providing BY Dispatcher WMS health check service to ensure optimal usage, providing Oracle up-graded software, assisting in the upgrade of their version of BY Dispatcher WMS and helping them to migrate to the cloud.

Davies Turner turned to Socius24 to help them with this requirement as they were confident that they understood their unique business and their expertise in BY Dispatcher WMS was second to none. Socius24 had developed a bolt-on to BY Dispatcher WMS, the User Service Portal (USP) which not only provided an intuitive web-based interface into the WMS, but also provided additional functionality that would be invaluable to their customers.



1. Any Device, Remote Access

The User Service Portal has provided Davies Turner with a way to provide their customers with online access to information and services from any PC, Tablet or Smartphone from any location.



2. Access to Stock & Shipment Information

Davies Turner customers are now able to see real-time information on inventory levels and to access up-to-the-minute status on orders and shipments.



3. Online Order Placement

Utilising the User Service Portal, customers are able to directly place orders online enabling their field sales teams to enter orders directly while in stores or with their customers.



4. Access to Management Information & Reporting

Through the User Service Portal, Davies Turner has now been able to give access to the wealth of information held within BY Dispatcher WMS with intuitive reports tailored to the specific needs of each customer.

Outcome

By extending the capabilities of BY Dispatcher WMS with The User Service Portal from Socius24, Davies Turner has gained some significant benefits.

MEET CUSTOMER NEEDS

The combination of BY Dispatcher WMS and Socius24 User Service Portal, and the ease at which it can be configured, means that Davies Turner are confident that they can meet the needs of any customer regardless of the specialist requirements of that sector or the particular SLAs for that customer.

ACCELERATE CUSTOMER ONBOARDING

The BY Dispatcher WMS enables Davies Turner to quickly onboard new customers into the system and configure processes against contractual commitments. Using Socius24 User Service Portal as the interface for these customers dramatically reduces training time required for each customer.

CUSTOMER PERCEIVED VALUE

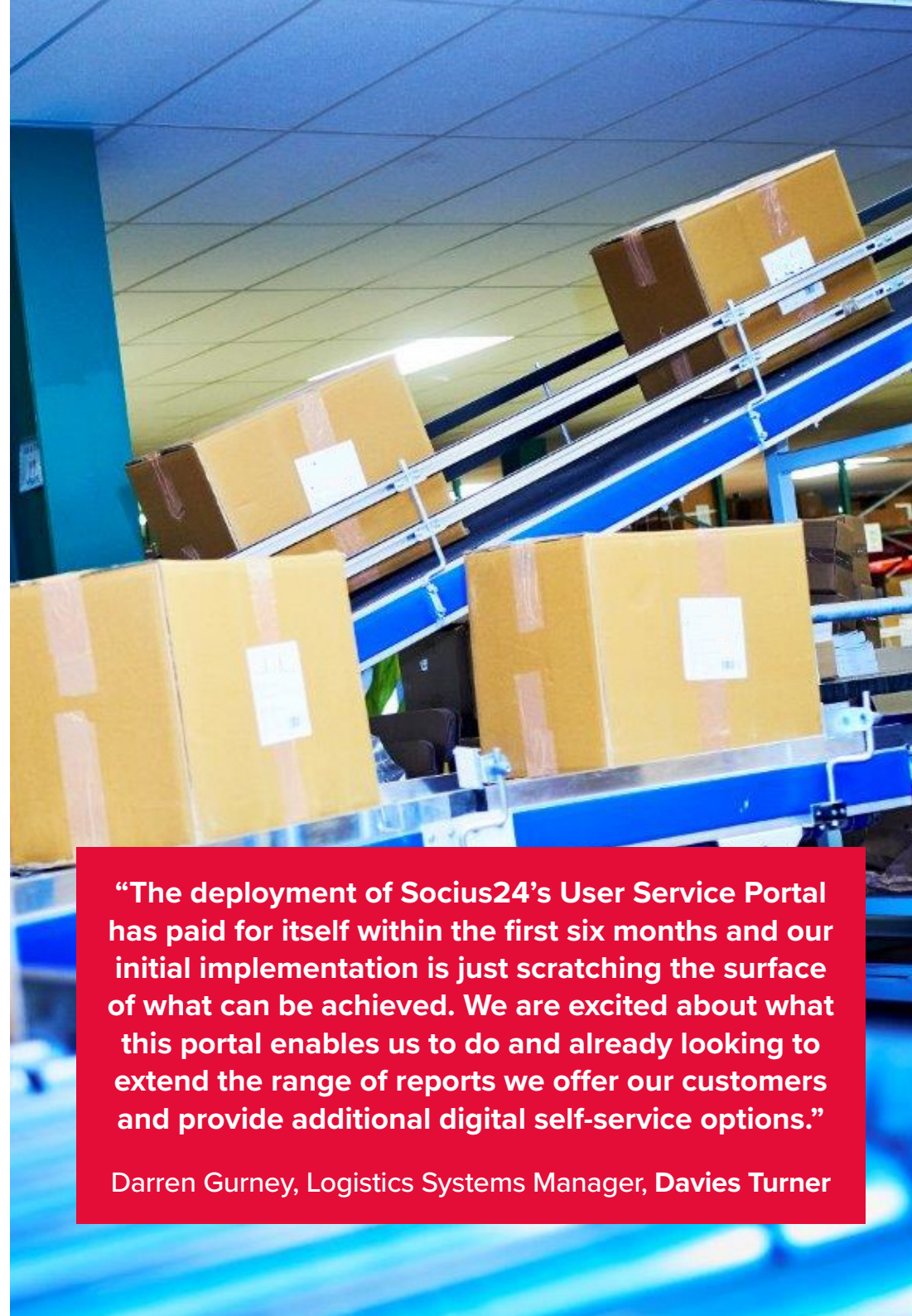
Since introducing the User Service Portal, Davies Turner has seen a significant take-up by customers and real recognition of the value that it has delivered, in particular the ability for customers to see real-time inventory records and for them to be able to place online orders.

REDUCED SYSTEM COST

By leveraging the User Service Portal not only to provide access to key information for customers, but also to internal staff that do not require full access to BY Dispatcher WMS has allowed significant savings to be made in user license costs.

INCREASED EFFICIENCIES

Through providing such an intuitive way for customers to serve themselves around access to information and placing orders, has not only streamlined processes, but has reduced the burden on the administrative teams in Davies Turner.



“The deployment of Socius24’s User Service Portal has paid for itself within the first six months and our initial implementation is just scratching the surface of what can be achieved. We are excited about what this portal enables us to do and already looking to extend the range of reports we offer our customers and provide additional digital self-service options.”

Darren Gurney, Logistics Systems Manager, Davies Turner

Blue Yonder Dispatcher Warehouse Management System

Blue Yonder is one of the most recognisable and implemented solutions in the world.

Socius24's expertise comes from our involvement in the design and development of the original RedPrairie Dispatcher solution, which enables us to fast-track deployment and ensure that our clients use its capabilities to the full. This reduces the cost and risk of deployment, leveraging a broad set of pre-built templates and plug-ins, allowing our customers to quickly gain the functionality they require.

Benefits of this solution include:



USER FRIENDLY INTERFACE

A user-friendly interface that is tailored to your business with extra functionality available as you grow at a national or global level.



TRACEABILITY

Traceability is critical for some industries, so you will know where your stock is from and information about serial numbers, expiry dates. This all helps particularly if there is a need for a batch recall.



INCREASED VISIBILITY


Increased visibility of your inventory from the moment it enters your warehouse or is manufactured to the point of sale.





 +44 (0)1494 715 633

 info@socius24.com

 1st Floor, Seymour House, R/O 60 High Street, Chesham,
Buckinghamshire, HP5 1EP, United Kingdom

