

Fruit and Vegetable Supplier Selects Cincom to Support Organic Growth

Customer:

- T & F All States

Industry:

- Pack-to-order fruit and vegetable orders delivered fresh to businesses in the Sydney region and New South Wales

Location:

- Sydney, Australia

Goals:

- Reduce business costs
- Grow revenues

Solution Selected:

- Priority™ Enterprise Resource Planning (ERP) Solution

"Our partnership with Cincom is valued greatly. We have requested some complex modifications over the years, and the Cincom team has always been behind us, supporting us 100%".

*– Arthur Zinopoulos
T & F All States' Business and Administration Manager*


Cincom Makes T & F's Connection to Freshness a Priority

As a diverse fruit and vegetable supplier servicing the greater Sydney region and regional centres throughout New South Wales, T & F supplies fresh and prepared fruits and vegetables via a pack-to-order process directly to:

- Hospitality establishments such as hotels, convention centres, restaurants and clubs (both corporate and private)
- Major government defence establishments and Health Services
- Food manufacturers
- Shipping businesses (both passenger and commercial)
- Airlines
- Schools

T & F chose the Priority ERP solution and the Cincom® Environ® integration (event-enabled) solution to improve its complex business process and help with its strategic growth plans.

Business Growth after Implementation

T & F All States' Business and Administration Manager, Arthur Zinopoulos, was asked about the effect on business growth at T & F All States after implementing Cincom.

He said, "T & F All States uses pack-to-order when processing fruits and vegetables. Products are purchased from the markets and processed, packaged and shipped within a time frame of 24 hours or less.

"Our underlying business process has improved with Priority due to the categorisation of products into many levels. This gives us transparency and better reporting capabilities".

Priority's reporting capability gives T & F All States the ability to access information at any stage of the process.

For example, they can accept orders as late as 5:00 a.m. through 1:00 a.m. the next day, and have that order dispatched on time as requested by their customer the very next day.

Zinopoulos says, "The impact this has had on our customers is that we are now able to absolutely guarantee a quick turnaround. We have the flexibility to adapt to changes in customers' requests and flexibility in lead time.

"For example, a customer may request an earlier delivery, and we can adapt rapidly to this request, process the order and deliver the order on time, guaranteeing a satisfied customer".

Reducing Operational Costs

One of the greatest benefits T & F All States achieved in reducing operational costs since implementing Priority has been the ability to react to events by looking at and analysing the trends of their customer buyer behaviour.

For example, when an unknown customer faxed an order at night requesting shipment the next day, T & F, using Priority, was able to pinpoint certain "trends", identify the customer, process the order and have it shipped to them in Canberra the next morning!

Partnership with Cincom

According to Zinopoulos, "During our initial meetings with them, Cincom really took the time to understand our business needs. That's one of the reasons we selected them. Our needs were intricate, and today, our partnership with Cincom is valued greatly. The knowledge and technical skills of Cincom's staff continue to indicate that we had made a good choice.

"We have always found Cincom willing to assist us. We have requested some complex modifications over the years, and the Cincom team is 100% behind us, supporting us in our journey with Priority".

"With Priority, we can adapt rapidly to customers' requests, process the orders and deliver on time, guaranteeing a satisfied customer".

– Arthur Zinopoulos



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