

Case Study

BPW Limited

Industry

Manufacturing

Number of employees

130

Solution & services

- SYSPRO ERP
- Customer Relationship Management (CRM)
- Bill of Materials

The challenge

- Implementing an integrated ERP system to support the business as it moves into manufacturing its own products and develops more complex processes
- Maintaining high levels of customer service as the business continues to grow

The benefits

- Better communication across departments
- Invaluable insight into the manufacturing process
- End-to-end visibility for the business and its customers
- The opportunity to automate mundane and time-consuming tasks



**SYSPRO supercharges
BPW Limited through
efficient and traceable
processes**



Leicester business BPW Limited prides itself on high levels of customer service. The company has proved resilient off the back of building and assembling axles, suspensions and transport equipment. The business began working with NexSys back in 2007 and the adoption of SYSPRO has helped it respond to changing customer demand, build its manufacturing capabilities and gear up for future growth.

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Established in 1987, BPW Limited is a subsidiary of BPW Bergische Achsen KG, Europe's leading axle and suspension manufacturer for trailers and semi-trailers. When the business first engaged with NexSys more than 15 years ago, it used SYSPRO purely as an accounting and stock management system. Yet when BPW Limited began assembling axles in 2016 it needed to exploit the system's full range of manufacturing support.

Exploiting new features

"SYSPRO has allowed us to do a lot of customisation to meet the changing needs of our business", says BPW Limited's IT Manager, Michelle Kazakevics. "Having an integrated system has allowed us to track everything in real time, from the start to the end of the manufacturing process. We know what our stock is doing and where everything is. We've also been able to integrate SYSPRO with other internal systems so departments can share information."

She adds: *"SYSPRO can send job information to the production jig so that we can produce what is required. With the use of Translusion, each axle produced is booked in instantaneously and we have an up-to-date inventory so the warehouse can replenish stock accordingly."*

SYSPRO and the NexSys solutions offer us a fully integrated Production and Warehousing system that has supported much greater automation. When job numbers are inputted, commands are automatically sent to the warehouse telling staff which products to pick for which customer. *"The time savings are considerable", says Michelle. "It's a comprehensive system and helps us tremendously."*

Company-wide integration

Michelle says: *"NexSys has helped us make better use of the system. We introduced SYSPRO to a growing number of departments and are now at the stage the stage where everyone in the business uses it to some degree. For instance, sales use it to input orders and our warranty division uses it to check stock levels before promising to send out new parts."*

With each element of the operation having full insight into what is happening, users do not have to waste time chasing information, have the data



they need at their fingertips and are empowered to make informed decisions.

To continue benefiting from ongoing enhancements, BPW Limited was an early adopter of SYSPRO 8. *"We're always keen to ensure we have the latest version", says Michelle. "We go along to the customer days and are always impressed with the new modules and features. We don't want to get left behind and know the importance of having access to the latest updates."*

The transition from SYSPRO 7 to 8 was smooth says Michelle: *"Feedback has been very positive and that gives us the confidence to continue adding new features."*

"SYSPRO has allowed us to be even more customer focused. We can now share accurate real time information, all of which is automated. Automail sends an order acknowledgement, dispatch notes and invoices. We can track the status of every customer and if a problem arises, we can respond quickly. They have end-to-end visibility of the status of their order and that gives us a competitive edge."

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Driving customer service

Through driving efficiencies, reducing errors and streamlining operations, SYSPRO has allowed BPW Limited to grow without compromising on customer service.

Looking to the future

BPW Limited understands the need to remain agile and Michelle and the team have a little black book of ideas on how to get even more out of SYSPRO and NexSys solutions. She says:

"There are so many possibilities, from Business Insights to support with part number creation. We also need to get better at forecasting to help our suppliers plan better and SYSPRO will prove key to making that happen. It will be integral to the future of our business."

To make the most of the system, BPW Limited intends to develop even closer ties with the NexSys team. Michelle says:

"We have built a very close relationship with them over the years and we're in regular contact with our project consultants. They understand our business and we work together to develop and improve the system."

They are always happy to listen to our ideas and show us how SYSPRO and NexSys solutions can help. NexSys shares our ethos, values and we rely on their support to help keep us moving forward as a business."

About NexSys

NexSys is a SYSPRO elite partner, with 40+ years' experience of delivering Innovative ERP+ solutions to manufacturers and distributors throughout the UK. NexSys technologies grant organisations of all sizes maximum visibility over business-critical information, enabling decisions to be made based on accurate, reliable, real-time insight. The company provides solutions that enable agility, innovation, and competitive edge. As part of the global K3 group, NexSys has specialists that have remained loyal to the business for more than a decade. It provides project management, software development, consultancy, support and training to customers to help them realise maximum ROI.