



NZ'S WINSTONE WALLBOARDS DRAMATICALLY IMPROVES DELIVERY AND DISPATCH SERVICES WITH ESKER'S DELIVERYWARE

Winstone Wallboards is New Zealand's sole manufacturer of gypsum wallboards, which it sells, together with associated drywall systems, products and services. They are used to provide interior walls and ceilings and mostly marketed under the GIB® brand name.

Business Drivers

Having originally installed Esker DeliveryWare in 2002, Winstone Wallboards has discovered a number of uses for the software within the organisation. Originally the product was brought on board to verify the 60,000 – 70,000 sales orders that the company processes annually through its existing JD Edwards ERP system. Having solved that problem, resulting in one hundred per cent of order confirmations being electronically sent to customers and saving Winstone Wallboards significant labour costs in the process, the company began to see the potential for Esker DeliveryWare to create greater efficiencies for its freight management area.



Esker's DeliveryWare is very simple to use and creating new rules is easy and uncomplicated.

Jonathan Iles – Information Systems – Winstone Wallboards

With a wide variety of freight carriers from big multi-nationals, to one man operations in Invercargill, there was a wide variety of faxes for the carrier management team in Winstone Wallboards to manage. The two people who managed the process used to get the information about a shipment and then by using prior knowledge, determine an appropriate carrier and send a fax and an email to the carrier with the weight of the order. The issue with this system is that much was left to chance.

The carrier needed to ensure that the right truck was sent on the basis of weight information alone (this meant that sometimes the truck sent could be too short for the load as the carrier company had no way of knowing).

There was also a high potential for error on other details of the order such as:

- Were there special requirements for the load such as hazardous goods preparations required?
- How many sheets of materials were there?

The only way to ensure that the transport companies had all this information was by sending Excel spreadsheets. This proved to be a highly time consuming process for Winstone Wallboards and with thirteen transport companies on the books and approximately 24,000 transactions per year it proved to be a highly complicated process as well!

"We realised that there needed to be a more efficient way for us to take the manual labour and guess-work out of this process," said Jonathan Iles, Information Systems at Winstone Wallboards. "When we examined what we had used Esker DeliveryWare for previously we saw that we had our answer already."

Results

By using Esker DeliveryWare, transport companies now receive an automatically generated form via fax and/or email which includes all the appropriate details when an order is generated through the ERP system. This includes details such as: Order number, location, weight, type of load (number of sheets and size etc) and other relevant information. This takes the guess-work away from the transport carriers and allows them to appropriately resource their work. As a result Winstone Wallboard's customers receive more effective service, gained through greater efficiency in the supply chain process.

In addition to this benefit Winstone Wallboards has saved fifty percent of the time and resources used in managing this process, allowing them to re-deploy this resource into customer focused activities.



By using Esker we estimate that we have saved fifty per cent of our time and resources at managing this particular transport logistics process and have found better uses for these resources serving our customers.

Jonathan Iles – Information Systems – Winstone Wallboards

Implementing the solution

Due to the fact that Winstone Wallboards had already deployed Esker DeliveryWare Platform, using the solution in other areas proved to be very straightforward.

"This is a sophisticated system that is easy to use," said Iles. "We have found that Esker DeliveryWare has solved some fairly weighty business issues for us yet been easy to install and adapt to our needs. It really has been set and forget, which is just fantastic."

The original installation of Esker DeliveryWare went live at Winstone Wallboards in 2002. They are currently using the latest version 3.5. Adam Dunn, IT Operations Manager at Winstone Wallboards said "Eske DeliveryWare is very simple to use and creating new rules is easy and uncomplicated."

The Future

Whilst there are no direct plans to use Esker DeliveryWare within other parts of Winstone Wallboards, Iles believes that as needs arise, Esker DeliveryWare is a ready made solution.

"Where there is a need to create more efficient resource usage through any aspect of the back end process, DeliveryWare has so far been an almost perfect solution. I know that as we go through more aspects of our business we will find more needs for Esker's solution."



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Jonathan Iles — Information Systems — Winstone Wallboards

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