Whitepaper

State of supply chain 2024

Building resilience through supply chain optimisation

wiise

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State of Australia's supply chain (right now)

Australia's supply chain has always been precarious. We're more reliant on our ports than most other countries and, whenever disruption hits, our shipping links are often the first to suffer, with many global shipping operators considering Australia a "very small piece of the pie".[1]

Previously, businesses have managed disruptions with short-term measures, such as increasing prices or holding more stock. Until recently, these tactics have been fairly successful – even throughout the pandemic (only 10% of Aussie businesses claimed to have experienced 'severe supply chain issues').[2]

So, what's changed?

Supply chain challenges for 2024 and beyond

Four key challenges have emerged in the past 12 months – and it's clear these aren't passing trends:

1. Growing costs

Everything is quickly becoming more expensive. Global shipping costs have blown out almost ten-fold in the past year alone[3] – crippling for a country that does 98% of its trade through its ports.[4] According to KPMG, key commodity prices are up – and raw materials, packaging and construction items are scarce. In fact, 71% of global companies highlight raw material costs as their number one supply chain threat.[5]

2. Extreme weather events

Extreme weather events are set to become a regular occurrence in Australia, with the latest floods in NSW and QLD impacting stock stored in flooded warehouses, blocking transport networks and preventing staff from getting to work.[6]

3. Demand variability

Seasonality and supply shortages have always been a factor in supplying demand. But today's customers are becoming unpredictable – even 'paradoxical' – in their buying choices. A recent study revealed customers often have conflicting product expectations – including value for money, sustainable and high quality – resulting in buying patterns that are increasingly difficult to predict and a nightmare for inventory management.[7]

4. Labour shortages

Australia's Logistics Council has described an impending 'two-speed crisis' for the freight and logistics workforce – a combination of immediate vacancies and a long-term downward trend in relevant VET qualification enrolments.[8] With shortages across all areas from pick and pack, to driving, to distribution centers, businesses will need to innovate to find ways to fill gaps in their workforces.

How is the market reacting?

Resilience is the word. It's no longer enough to buy more stock and put prices up – businesses need to fix the weak links and vulnerabilities in their supply chains to compete in the long-term.

Australian businesses have already started to adapt, with a range of new strategies to boost supply chain resilience – here are some of the most prevalent we've seen:

Digitisation and automation

Businesses are starting to understand the depth to which supply chain processes can be digitised – and just how much of an advantage this can bring. From using analytics and AI to predict increasingly unpredictable demand levels, to using smart sensors to detect production issues, 79% of Australian businesses are deploying digital technology to better manage supply chains.[9]

Stocking up

In a bid to buffer against global disruptions, Australian businesses are bringing more of their operations (and stock) under one roof. On average, inventory holdings have increased by 34%[10] – but while having more stock ready to go helps to meet next-day delivery expectations, it has also created a warehouse grab (with industrial vacancy rates tumbling to just 0.8%).[11]

Going local

Another buffering tactic is bringing everything closer to home – including onshoring operations, regionalising the supply chain[12] or creating **'micro supply chains'**. During the pandemic, domestic transport links remained reliable and local suppliers became key to many businesses avoiding the impact of global disruptions.

Supply chain diversity

As Australian businesses struggle with wait times and availability, they also have less trust in their suppliers' ability to meet obligations – and are tackling this with supply chain diversity. Counter-party risk is one of the top supply chain concerns – and 23% of businesses are growing supplier numbers to spread this risk.[13]

Invoice financing

Buying more stock upfront, to fulfil customer orders on time, requires positive cash flow – especially when more suppliers are demanding early payment terms.[14] To tackle the cash flow question, more businesses are turning to invoice financing (also known as factoring), effectively giving them access to money they're owed from customers before the invoice has been paid.

Need for speed

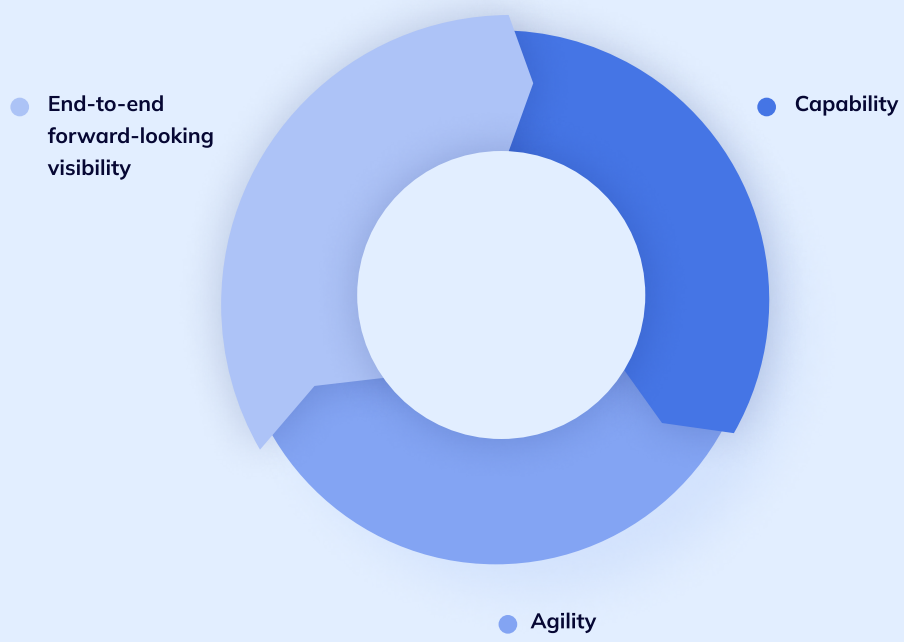
As same-day delivery becomes a standard expectation (now offered by 51% of eCommerce retailers)[15] businesses are under more pressure than ever to deliver at speed. Sixty-seven percent of organisations consider meeting speed of delivery expectations as a critical force impacting the structure and flow of their supply chains over the next 12 to 18 months.[16]

What does this mean for your business?

It's time to actively futureproof your supply chain and put strategies in place to pre-empt the challenges ahead.

KPMG has identified three goals for businesses looking to tackle supply chain challenges – and their ripple effect on the market:

Three vital elements for success



Capability

A mature supply chain planning capability to always be a step ahead and ready to tackle supply chain risks and opportunities

Agility

Making sure your supply chain is responsive and agile to manage the unexpected, and to deal with these threats and disruptions appropriately, efficiently and profitably

End-to-end forward-looking visibility

Having 'control tower' visibility on key real-time indicators; being able to manoeuvre your supply chain beyond your own business borders; and building real-time collaboration with your ecosystem of supply chain partners. The ultimate goal is to enhance collaboration across the supply chain eco-system.[17]

Source: KPMG Research: The supply chain trends shaking up 2023

For growing businesses looking to build capability, agility and visibility, there are significant challenges. As businesses grow, they inevitably get more complex. More staff, more SKUs, more product lines, and more expenses. Managing this added complexity gets harder.

Basic systems that businesses have relied on now lack the level of detail needed to make better decisions. Managers can't determine which product lines are profitable, how they can cut costs, or where resources could be better used.

Many processes are still manual, and each department has its own system (or spreadsheet). This means that information is often missing or siloed, tasks are slow, and staff waste time manually transferring data from one system to another, reconciling figures, and looking for documents. The effects are felt across the business, and instead of capitalising on growth, businesses see decreased margins and slower growth.

A cloud Enterprise Resource Planning (ERP) system solves these problems. It brings all your business operations into a single system, connecting your accounting, payroll, inventory, service management, CRM and more. The result is seamless workflows from start to finish, greater detail to manage complex operations, and real-time access to see exactly what is happening in your business at any time. This frees you up to make smarter and faster decisions, improve productivity, and scale, without being restricted by clunky software or manual processes.

Here are five ways that Wiise ERP can help to boost your supply chain resilience (and business profits) in 2024.

Five ways to improve your supply chain resilience

1. Digitising your warehouse

Many of the biggest challenges distribution businesses face, begin in the warehouse. Relying on manual data entry and paper processes leads to slow pick times, inventory errors and frustrated customers (and staff!).

After people, the single highest business cost is real estate – particularly in Australia, which is currently facing some of the highest industrial rental rates (and lowest vacancy rates) in the world.[18] As businesses grow, they need extra warehouse space but, for many, buying or renting more floor space simply isn't option. Large enterprises are turning to smart warehousing solutions to increase efficiency – but with many mechanised operation systems costing upwards of AU$2 million,[19] growing businesses need to find more immediate and viable solutions.

Businesses with accurate warehouse data are 1.5 x more likely to report no supply chain impact.[20]

If you're using Wiise, you can digitise parts of your warehousing that may now be pen and paper. The **Wiise Warehouse OnTime mobile app** can be downloaded onto any mobile device or hardware scanner, giving your warehouse teams the ability to track and process inventory accurately, in real-time.

No more over or under-buying, no more 'lost stock' – just well-managed warehouses and faster shipments.

With OnTime, you can organise your warehouse to match your business needs – using bin size, volume, weight or placement – and set up different requirements across different warehouses. You'll have fewer errors, staff will be able to handle more stock in less time, and you'll be able to handle more stock, without having to buy more warehouse floor space.

2. Increase your margins

Transport, packaging, ingredients, and labour costs are all on the rise – but suppliers are still under huge pressure to keep costs for consumers as low as possible. Every cent counts.

Wiise can help you to increase your margins in several ways:

See exactly what your true costs are

While you might have a general idea of your cost of goods, if you can't see the true cost that goes into creating each product, you can't see where there is room for improvement.

With Wiise landed costs , you can accurately calculate the true cost of local and imported goods – including shipping duty, port duty and clearance charges. Landed cost receipts show you the estimate and budget for associated costs linked to the purchase of a particular item – so you can see the exact margins on each product.

Increase your warehouse profitability

Think about how much money is wasted in underperforming stock taking up shelf-space and stock that expires in your warehouse. With Wiise, you can see what's in your warehouse in real-time, and better understand how much stock you should have for each product. You'll be able to cut orders of stock that aren't selling, and order more of what is, all while causing fewer interruptions to the warehouse, reducing spoiled stock and your stock overheads, and increasing profitability.

Cater to buyers' preferences

Not all buyers have the same preferences. With Wiise you can sell assembly items individually, in bulk or as a kit. This flexibility allows you to cater to buyers' preferences, increasing the speed and volume of sales.

Get accurate costing

Losing money is always a painful experience. With connections to Microsoft's Azure AI and always-current Australian retail pricing, transport costs, duties, and taxes, Wiise provides accurate costing advice to help your business calculate how much to charge on top. You'll see exactly how much things cost, and never lose money on underpriced products again.

3. Automate and eliminate waste

Every organisation wants to do things better, faster and cheaper – particularly when delays can lead to missed delivery dates, perishable stock going bad or skilled staff wasting time on menial tasks.

Order picking can account for more than 50% of a facility's operational costs.[21]

Even well-run businesses can average up to 20% of excess stock in their warehouses,[22] and order picking can account for more than 50% of a facility's operational costs.[23]

When it comes to inventory management, marginal gains and efficiencies can add up to significant cost savings.

Wiise ERP is designed to help you run your business more efficiently. With built-in automated workflows, you can set rules for maximum and minimum stock re-ordering, ensuring you have the right amount of stock at the right time.

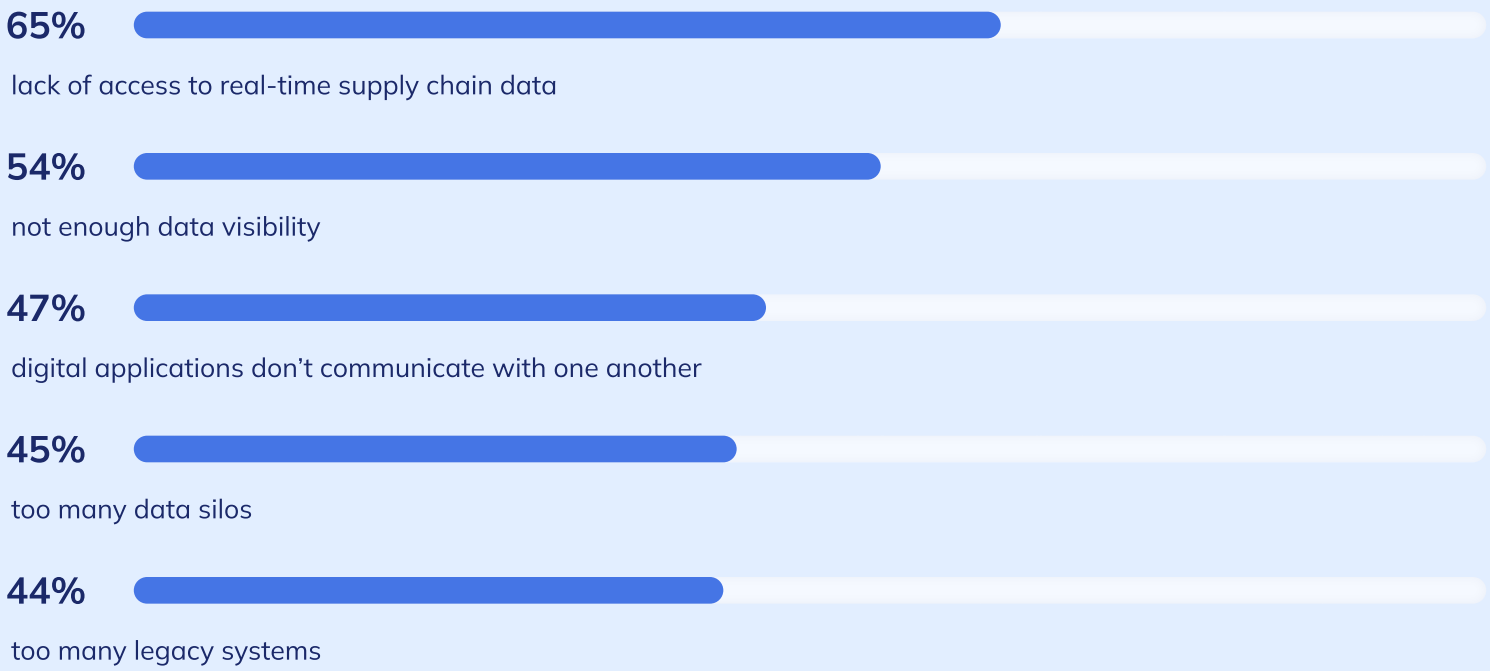
Wiise warehouse management tools enable you to streamline day-to-day processes, from picks and put-aways to receipts and dispatches. For manufacturing businesses, Wiise can even post production outputs to your database to ensure you always accurately measure output, wastage, and scraps from your production lines.

4. End-to-end visibility (See what's happening)

One thing that all experts can agree on is the need for end-to-end supply chain visibility. In fact, a McKinsey study showed that businesses that have implemented end-to-end supply visibility were twice as likely to report experiencing no supply chain impact.[24]

Unfortunately, a Microsoft survey recently revealed that it's also one of the areas that business struggle with most, often due to technology constraints.

Biggest technology obstacle to their supply chain operations.[25]



Wiise ERP brings together your accounting, operations, inventory, manufacturing, business reporting, CRM and more into one system – so you can see every aspect of your business and every step in your supply chain.

Wiise inventory management provides full traceability of your stock, from origin to production to sale with serial and batch number tracking – and landed cost receipts enable you to bulk update receipt dates, so you'll always know when goods are arriving in your warehouse.

With Wiise manufacturing you can see production forecasts, so you'll always know which raw materials to order in advance, and with the Wiise production routing feature, you can also plan all the steps required to produce your product or component, manage capacities, availability, and schedule production activities based on customised calendars, helping you to reduce waste, improve your speed of production and ensure a constantly high quality product

5. Plan for the future

You might not be able to predict when the next global crisis will hit – but you can still plan and prepare for it. Planning and preparing for 'what if' disruptions – known as scenario planning – is a tactic that many smart businesses are adopting as part of their supply chain resilience strategy. (Leaders who implemented scenario planning are twice as likely to report no supply chain impact).[26] But scenario planning can be extremely difficult to undertake without real-time tools linking supply chain vulnerabilities and constraints to revenue risks

> 54% of businesses recognise the importance of real-time planning capabilities to better predict changing demand and disruptions ... but only 29% are actively implementing them.[27]

Wiise offers one of the most powerful reporting tools on the market, providing a real-time end-to-end view of your business, and the ability to forecast accurately and make better, more informed decisions. Seeing all your finances, operations, and inventory reporting in one place, from just one single data source, allows you to drill down into the details to understand how your business is performing, what can be improved, and spot problems before they escalate.

Wiise uses built-in Azure AI to analyse large data sets and predict every time a customer is going to pay late. It can create cashflow forecasts and predict the cash at hand over the next couple of months and whether a company can make payroll, so you can better manage your cash-flow and supplier and customer relationships.

Knowing what is on the horizon not only helps you to identify risks in your supply chain but can also buy you enough time to find solutions and ways to avoid them in future.

How customers have improved their operations

How Taipan streamlined its processes and boosted efficiency

"We're opening a new branch in Adelaide next year. And we know we can keep growing because the ERP system is there to support our growth."

Linda Farrell, Administrative CEO, Taipan

Meet Linda. Linda is the administrative CEO of Taipan, an Australian-owned and operated specialist in hydraulic hose systems for more than 20 years. Linda has been with Taipan right from the start, helping it grow from a four-person start-up to Australia's leading hydraulic hose systems specialist, with 70+ staff and five branches nationwide. But while Taipan was growing, its operational systems were struggling. With 6,500 different products and four different systems, basic reporting was a struggle – with limited integration between systems, the team spent a lot of their time managing spreadsheets.

As Linda explained, *"Every time we wanted to process a payment or something we had to sync the systems. It was all very manual."*

Moving to Wiise ERP removed all of these barriers, allowing Taipan's teams to respond to customer requests on the fly, make decisions quickly and help the business to scale faster.

Watch Linda's case study video here

Before Wiise

- ✕ Disconnected systems and processes.
- ✕ Inefficient processes and inaccurate data from managing key functions on different systems.
- ✕ A server-based system that only allowed data to be accessed via desktops in the main office.
- ✕ Landed costs calculations and stock replenishment managed via spreadsheets.

With Wiise

- ✓ Increased efficiency and accelerated growth.
- ✓ An end-to-end view of business with all key processes in the same secure cloud-based system.
- ✓ Warehouse teams can view data on the go and update stock levels directly in Wiise.
- ✓ Out of the box features that allow teams to manage inventory and operations with greater ease and accuracy.

How Capital Transport gained full visibility of its supply chain

"With Wiise, there's no limitation anymore."

Lewis Jackson, CFO, Capital Transport

Meet Lewis, CFO at Capital Transport. When Lewis joined Capital Transport, the transport and logistics company was already a huge success, performing 8,000 consignments a day across 20 entities. Lewis's mission was to scale this growth further – but with 20 different systems, data all over the place and manual-entry taking up most of his team's days, something had to change.

As Lewis explained, *"We were managing each entity on a separate MYOB instance, so we had 20 different systems and 20 separate general ledgers which was extremely time consuming especially when it came to reporting. We couldn't do any intercompany transactions or consolidations so reconciling was extremely time consuming. We were doing a tonne of multi-entry and double handling of data."*

After switching to Wiise, Lewis and his finance teams finally had all the data they needed, from across the business in one system. The change was transformative – enabling the team to see granular details around costs and spending across its locations nation-wide while saving 60+ days a year on monthly reporting.

Watch Lewis' case study video here.

Before Wiise

- ✕ Multiple, separately managed entities.
- ✕ 20 systems and 20 separate general ledgers, which often delayed month-end reporting.
- ✕ Manually reconciling accounts without intercompany transactions or consolidations.
- ✕ On-premises only solution with monthly transaction limits that slowed the business down.

With Wiise

- ✓ A clear view of finances in one place.
- ✓ All 20 entities in the same system and the ability to see P&Ls across every entity.
- ✓ Spending less time hunting around for data and preparing reports, and more time analysing financial data.
- ✓ Reduction in admin tasks hep finance teams operate with greater efficiency.

How ProFoods Seafoods increased its margins with Wiise

"Processing a sale used to take an hour. It now takes 15 minutes."

Amy Turner, COO, Pro Seafoods

Meet Amy. Amy is the Chief Operating Officer at Pro Seafoods, a thriving seafood distribution business based out of Bowden, South Australia. Amy started as the procurement manager at Pro Seafoods, and in the midst of the COVID-19 pandemic in 2020, she came to us needing help. She was overseeing a massive expansion in the company's product range, including crab, prawns and sardines – which meant more boats to manage, more product to distribute and more people to handle it all.

Up until this point, Pro Seafoods had been using accounting software to manage their operations and maintaining operational data on spreadsheets. Each time they added product lines, they had more manual administration, and the team were spending more time updating spreadsheets and managing emails, making it extremely hard to keep track of.

"It was easy for orders to be missed or invoices not to be raised. This meant we were blind - and couldn't really see the potential risks in the business"

After switching to Wiise ERP, Amy and her team were able to bring everything into a single platform, automate tasks and streamline processes by connecting various aspects of their business. The result was a staggering 400% growth in Pro Seafood's customer base, a 75% reduction in admin hours and a very happy team.

Before Wiise

- ✕ Using accounting software for operations.
- ✕ Maintaining operational data on spreadsheets.
- ✕ Lack of clarity over profitable product lines.
- ✕ Data entry errors impacting costing and inventory management.
- ✕ Missing orders and no visibility over deliveries.

With Wiise

- ✓ Accounting, operations and more in one solution.
- ✓ Streamlined processes and improved overall efficiency.
- ✓ Getting costs right with landed costing in Wiise.
- ✓ Real-time insights into selling patterns and forecasts.
- ✓ Orders, customers, and inventory in the same system.

Further reading

ERP implementation 101: Part 1

ERP implementation 101: Part 2

The New Zealand ERP for Microsoft 365

ERP requirements checklist

A more resilient supply chain?

It’s just the beginning.

Get in touch to find out how Wiise ERP can give you a clear view of your supply chain – and be better prepared for whatever lies ahead.

Chat with us >

Email hello@wiise.com
or call 1300 191 222

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State of New Zealand's supply chain (right now)

The past few years have hit the global supply chain hard – but, as one of the most remote shipping destinations, New Zealand has faced significant disruptions, costing local businesses an estimated $1.5bn a year in sales.[1]

Previously, Kiwi businesses have managed disruptions with short-term measures, such as increasing prices or holding more stock. But, as confirmed by the Productivity Commission's recent Improving Economic Resilience paper,[2] New Zealand's supply chain has struggled to stabilise since Covid – and is likely to remain 'exposed to risks' for the foreseeable future.

So, what's changed?

Supply chain challenges for 2024 and beyond

Four key challenges have emerged in the past 12 months – and it's clear these aren't passing trends:

1. Growing costs

Everything is quickly becoming more expensive. Though the shipping bottlenecks of 2021 have improved, the costs have become crippling for many businesses - increasing by 600% in just a few years.[3] Key commodity prices are up too, including raw materials, packaging and construction items (the cost of a tomato doubled between 2022-2023 – the highest inflation in New Zealand food prices since 2011).[4]

2. Extreme weather events

According to New Zealand's Ministry for the Environment, climate change cost the economy $840 million between 2007-2017 - and is set to increase in coming decades[5]. In July 2021, extreme rainfall cost insurers $130 million in damage claims but also blocking transport networks[6].

3. Demand variability

Seasonality and supply shortages have always been a factor in supplying demand. But today's customers are becoming unpredictable – even 'paradoxical' – in their buying choices. A recent study revealed customers often have conflicting product expectations – including value for money, sustainable and high quality – resulting in buying patterns that are increasingly difficult to predict and a nightmare for inventory management.[7]

4. Labour shortages

A recent report from BusinessNZ has revealed that New Zealand will be short of 250,000 workers by 2048, based on the current trajectory.[8] While the government has been focusing on immigration to help to fill skills gaps, businesses will need to find innovative ways to find the expertise and experience they need.

How is the market reacting?

Resilience is the word. It's no longer enough to buy more stock and put prices up – businesses need to fix the weak links and vulnerabilities in their supply chains to compete in the long-term.

New Zealand businesses have already started to adapt, with a range of new strategies to boost supply chain resilience – here are some of the most prevalent we've seen:

Digitisation and automation

In its latest freight and supply chain issues paper,[9] New Zealand's Ministry of Transport highlighted the potential of AI and automation technologies to improve efficiencies, create higher-quality jobs and make better use of space in warehouses.

Stocking up

When the shipping delays were at their worst, in 2021, many New Zealand businesses doubled their stock levels.[10] But overstocking can be a very risky tactic that can lead to wasted stock and increased warehousing costs.

Going local

Another buffering tactic is bringing everything closer to home – including onshoring operations, regionalising the supply chain or creating 'micro supply chains'. During the pandemic, domestic transport links remained reliable and local suppliers became key to many businesses avoiding the impact of global disruptions.

Supply chain diversity

As New Zealand businesses struggle with wait times and availability, they also have less trust in their suppliers' ability to meet obligations – and are tackling this with supply chain diversity. Sixty-nine percent of NZ businesses revealed that diversification – of suppliers products and – would be a priority to tackle future disruptions.[11]

Invoice financing

Buying more stock upfront, to fulfil customer orders on time, requires positive cash flow – especially when more suppliers are demanding early payment terms. To tackle the cash flow question, more businesses are turning to invoice financing (also known as factoring), effectively giving them access to money they're owed from customers before the invoice has been paid.

Need for speed

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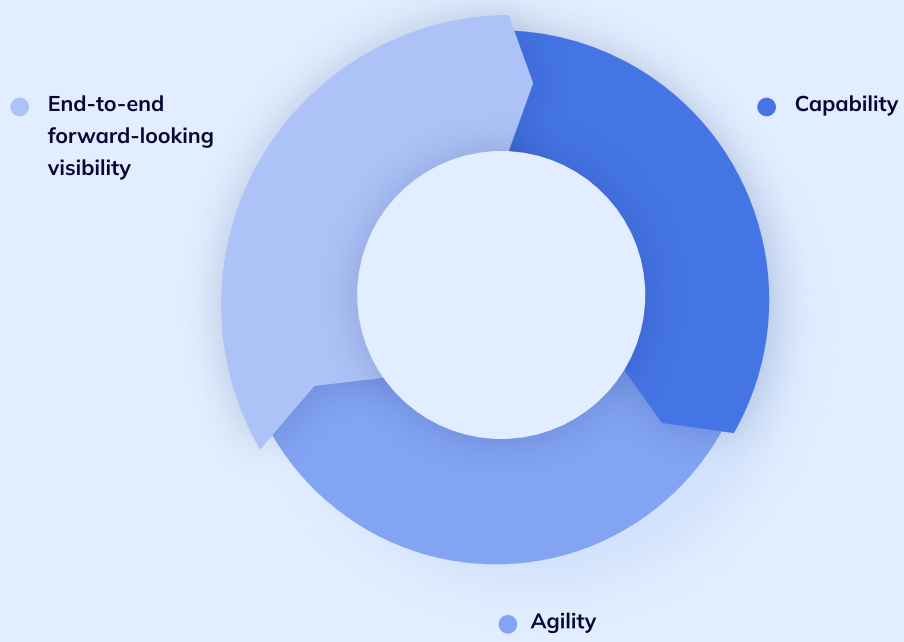

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After people, the single highest business cost is real estate. As businesses grow, they need extra warehouse space but, for many, buying or renting more floor space simply isn't option. Large enterprises are turning to smart warehousing solutions to increase efficiency – but with many mechanised operation systems costing upwards of $2 million NZD[15], growing businesses need to find more immediate and viable solutions.

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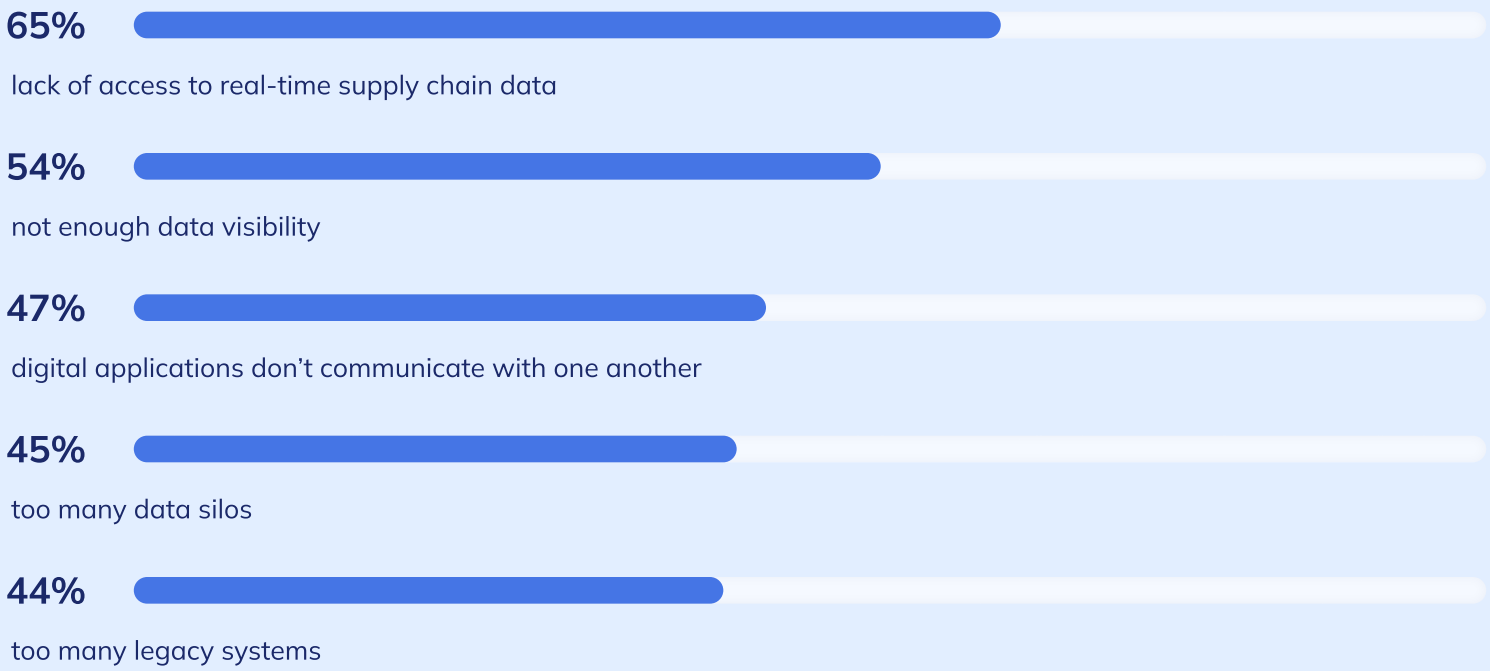
4. End-to-end visibility (See what's happening)

One thing that all experts can agree on is the need for end-to-end supply chain visibility. In fact, a McKinsey study showed that businesses that have implemented end-to-end supply visibility were twice as likely to report experiencing no supply chain impact.[20]

Unfortunately, a Microsoft survey recently revealed that it's also one of the areas that business struggle with most, often due to technology constraints.

Biggest technology obstacle to their supply chain operations.[21]



Wiise ERP brings together your accounting, operations, inventory, manufacturing, business reporting, CRM and more into one system – so you can see every aspect of your business and every step in your supply chain.

Wiise inventory management provides full traceability of your stock, from origin to production to sale with serial and batch number tracking – and landed cost receipts enable you to bulk update receipt dates, so you'll always know when goods are arriving in your warehouse.

With Wiise manufacturing you can see production forecasts, so you'll always know which raw materials to order in advance, and with the Wiise production routing feature, you can also plan all the steps required to produce your product or component, manage capacities, availability, and schedule production activities based on customised calendars, helping you to reduce waste, improve your speed of production and ensure a constantly high quality product

5. Plan for the future

You might not be able to predict when the next global crisis will hit – but you can still plan and prepare for it. Planning and preparing for 'what if' disruptions – known as scenario planning – is a tactic that many smart businesses are adopting as part of their supply chain resilience strategy. (Leaders who implemented scenario planning are twice as likely to report no supply chain impact).[22] But scenario planning can be extremely difficult to undertake without real-time tools linking supply chain vulnerabilities and constraints to revenue risks

> 54% of businesses recognise the importance of real-time planning capabilities to better predict changing demand and disruptions ... but only 29% are actively implementing them.[23]

Wiise offers one of the most powerful reporting tools on the market, providing a real-time end-to-end view of your business, and the ability to forecast accurately and make better, more informed decisions. Seeing all your finances, operations, and inventory reporting in one place, from just one single data source, allows you to drill down into the details to understand how your business is performing, what can be improved, and spot problems before they escalate.

Wiise uses built-in Azure AI to analyse large data sets and predict every time a customer is going to pay late. It can create cashflow forecasts and predict the cash at hand over the next couple of months and whether a company can make payroll, so you can better manage your cash-flow and supplier and customer relationships.

Knowing what is on the horizon not only helps you to identify risks in your supply chain but can also buy you enough time to find solutions and ways to avoid them in future.

How customers have improved their operations

How Taipan streamlined its processes and boosted efficiency

"We're opening a new branch in Adelaide next year. And we know we can keep growing because the ERP system is there to support our growth."

Linda Farrell, Administrative CEO, Taipan

Meet Linda. Linda is the administrative CEO of Taipan, an Australian-owned and operated specialist in hydraulic hose systems for more than 20 years. Linda has been with Taipan right from the start, helping it grow from a four-person start-up to Australia's leading hydraulic hose systems specialist, with 70+ staff and five branches nationwide. But while Taipan was growing, its operational systems were struggling. With 6,500 different products and four different systems, basic reporting was a struggle – with limited integration between systems, the team spent a lot of their time managing spreadsheets.

As Linda explained, *"Every time we wanted to process a payment or something we had to sync the systems. It was all very manual."*

Moving to Wiise ERP removed all of these barriers, allowing Taipan's teams to respond to customer requests on the fly, make decisions quickly and help the business to scale faster.

Watch Linda's case study video here

Before Wiise

- ✕ Disconnected systems and processes.
- ✕ Inefficient processes and inaccurate data from managing key functions on different systems.
- ✕ A server-based system that only allowed data to be accessed via desktops in the main office.
- ✕ Landed costs calculations and stock replenishment managed via spreadsheets.

With Wiise

- ✓ Increased efficiency and accelerated growth.
- ✓ An end-to-end view of business with all key processes in the same secure cloud-based system.
- ✓ Warehouse teams can view data on the go and update stock levels directly in Wiise.
- ✓ Out of the box features that allow teams to manage inventory and operations with greater ease and accuracy.

How Capital Transport gained full visibility of its supply chain

"With Wiise, there's no limitation anymore."

Lewis Jackson, CFO, Capital Transport

Meet Lewis, CFO at Capital Transport. When Lewis joined Capital Transport, the transport and logistics company was already a huge success, performing 8,000 consignments a day across 20 entities. Lewis's mission was to scale this growth further – but with 20 different systems, data all over the place and manual-entry taking up most of his team's days, something had to change.

As Lewis explained, *"We were managing each entity on a separate MYOB instance, so we had 20 different systems and 20 separate general ledgers which was extremely time consuming especially when it came to reporting. We couldn't do any intercompany transactions or consolidations so reconciling was extremely time consuming. We were doing a tonne of multi-entry and double handling of data."*

After switching to Wiise, Lewis and his finance teams finally had all the data they needed, from across the business in one system. The change was transformative – enabling the team to see granular details around costs and spending across its locations nation-wide while saving 60+ days a year on monthly reporting.

Watch Lewis' case study video here.

Before Wiise

- ✗ Multiple, separately managed entities.
- ✗ 20 systems and 20 separate general ledgers, which often delayed month-end reporting.
- ✗ Manually reconciling accounts without intercompany transactions or consolidations.
- ✗ On-premises only solution with monthly transaction limits that slowed the business down.

With Wiise

- ✓ A clear view of finances in one place.
- ✓ All 20 entities in the same system and the ability to see P&Ls across every entity.
- ✓ Spending less time hunting around for data and preparing reports, and more time analysing financial data.
- ✓ Reduction in admin tasks hep finance teams operate with greater efficiency.

How ProFoods Seafoods increased its margins with Wiise

"Processing a sale used to take an hour. It now takes 15 minutes."

Amy Turner, COO, Pro Seafoods

Meet Amy. Amy is the Chief Operating Officer at Pro Seafoods, a thriving seafood distribution business based out of Bowden, South Australia. Amy started as the procurement manager at Pro Seafoods, and in the midst of the COVID-19 pandemic in 2020, she came to us needing help. She was overseeing a massive expansion in the company's product range, including crab, prawns and sardines – which meant more boats to manage, more product to distribute and more people to handle it all.

Up until this point, Pro Seafoods had been using accounting software to manage their operations and maintaining operational data on spreadsheets. Each time they added product lines, they had more manual administration, and the team were spending more time updating spreadsheets and managing emails, making it extremely hard to keep track of.

"It was easy for orders to be missed or invoices not to be raised. This meant we were blind - and couldn't really see the potential risks in the business"

After switching to Wiise ERP, Amy and her team were able to bring everything into a single platform, automate tasks and streamline processes by connecting various aspects of their business. The result was a staggering 400% growth in Pro Seafood's customer base, a 75% reduction in admin hours and a very happy team.

Before Wiise

- ✕ Using accounting software for operations.
- ✕ Maintaining operational data on spreadsheets.
- ✕ Lack of clarity over profitable product lines.
- ✕ Data entry errors impacting costing and inventory management.
- ✕ Missing orders and no visibility over deliveries.

With Wiise

- ✓ Accounting, operations and more in one solution.
- ✓ Streamlined processes and improved overall efficiency.
- ✓ Getting costs right with landed costing in Wiise.
- ✓ Real-time insights into selling patterns and forecasts.
- ✓ Orders, customers, and inventory in the same system.

Further reading

ERP implementation 101: Part 1

ERP implementation 101: Part 2

The New Zealand ERP for Microsoft 365

ERP requirements checklist

A more resilient supply chain?

It’s just the beginning.

Get in touch to find out how Wiise ERP can give you a clear view of your supply chain – and be better prepared for whatever lies ahead.

Chat with us >

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