

Client Case Study



Crabtree & Evelyn Use Sage Warehouse Management Solution from Provida

► Client Background

Founded in 1973 in Cambridge, Massachusetts, Crabtree & Evelyn has evolved from a small, family-run business to an international company, respected for its naturally inspired remedies and home comforts.

Long before the 'natural' and 'wellness' movement became popular, Crabtree & Evelyn was wholeheartedly embracing the riches of the natural world. Their inspirational model is the early home apothecary, or 'still room' as it was called in England. Still rooms existed in a time when the garden played an integral role in daily life - a time when fresh flowers, herbs and fruits were distilled to make fragrant waters for the bath and soothing essences for the skin. It is this unique relationship with nature that Crabtree & Evelyn (C&E) diligently seeks to preserve through its ranges of home and body care products.

The name of the company was inspired by Evelyn a famous English conservationist and Crabtree the ancestor of the apple tree.

► The Challenge

C&E uses all Sage ERP modules as well as the Accellos warehouse management system and an online web store.

The Client requires comprehensive and responsive support for their Sage ERP solution. C&E are keen to implement EDI as well. Prior to the Sage ERP solution C&E had no end-to-end software solution and no control over the life cycle of the stock item.

► The Provida Solution

Provida has implemented a comprehensive end-to-end Sage ERP software solution to assist the business to grow and prosper. Provida has proposed the implementation of it's own EDI software solution as well as ongoing upgrades of key components of the system.

► Achievements

In the ERP system plan are a core software upgrade, improved web store, improved warehouse link to both order entry and the web store and the introduction of EDI with key customers. The new Accellos WMS has allowed C&E to improve shipping times by nearly 60% and as a result sales have grown by a similar margin.

"Provida has provided us with solutions not just software. Now our warehouse manager has total control of the warehouse at the click of a button."

Bill Merry,
IT Manager

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At a Glance:

Key Challenge: Provide an end-to-end ERP solution covering web store, warehouse management and POS.

Key Achievements by Provida: Nearly 60% improvement in shipping times. 28% reduction in back orders.

Industry: FMCG.

Solution: Sage Accpac ERP, Web Store, Accellos WMS.

About Provida: Since 1999, Provida has been a leading Australian ERP software integrator, implementing ERP and CRM solutions in many mid-sized businesses. Provida has offices in Sydney, Brisbane and Melbourne.

For more information about Provida and how we can make a success of your business, visit www.provida.com.au.

