



CUSTOMER CASE STUDY

WANDER LTD.



“ Our planning software was out-dated and a disadvantage for the company. Now we have QAD DSCP and planning is quicker, more accurate and a distinct advantage to us.”

Steffen Grill, IT Manager, Wander Ltd.





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WANDER LEAPS TO CUTTING EDGE DSCP FROM ANTIQUATED PLANNING SYSTEM

THE COMPANY: WANDER LTD.

Wander Ltd. is a Swiss food and beverage manufacturer, best known for their wide variety of Ovomaltine-based products. The company is strategically positioned in the market as a

manufacturer and distributor of quality Swiss-made products.

Wander Ltd. directly supplies the retail market in Switzerland and exports products through independent distributors into several European countries. In addition to their Ovomaltine product lines, Wander markets and distributes Twinings Tea and Caotina in German speaking countries in Europe.

product lines but fallen behind in technology.

In addition to an outdated QAD ERP system, Wander was using an old program for their Demand and Supply Chain Planning (DSCP). The system had not been updated in more than twelve years.

DSCP systems have significantly evolved in that time and it became obvious that their existing system's age was creating an increasing risk that the entire platform might fail.

"We knew our old planning system was not serving us well any longer and we would benefit from updating our DSCP system as we upgraded to QAD Enterprise Edition (EE) for our ERP solution," comments Steffen Grill, IT Manager, Wander Ltd. "We wanted to replace it but we have to meet our parent company's very strict ROI criteria and internal justifications to be approved for present and future project funding,"

HIGHLIGHTS	
Company	Wander Ltd.
Headquarters	Neuenegg, Switzerland
Industry	Food and Beverage
Products	Ovomaltine powder, bread spread and malt extract
Solutions Utilized	QAD Demand and Supply Chain Planning (DSCP)

Wander Ltd.'s history dates back to 1865. The company employs a staff of 250 at their manufacturing location in Neuenegg, close to Bern, Switzerland.

They are part of TwiningsOvo group within Associated British Foods (ABF). Associated British Foods earns £13.4 Billion in annual sales, and has 130,000 employees worldwide in 50 countries. ABF includes many brands such as Twinings, Silver Spoon, Kingsmill, Patak's, Jordans Cereals, Speedibake, Dorset Cereals, Ryvita, Blue Dragon and Mazola.

THE CHALLENGE: OUTDATED AND INCREASINGLY UNSTABLE PLANNING SYSTEM NEEDED REPLACEMENT

Wander Ltd. has been successful for many years with their core Ovomaltine powder, but the market has changed around them. They have been innovating



adds Ueli Trachsel, finance & IT manager with Wander Ltd. “Going with a ‘Value Approach’ was critical to get high level approval for the update to QAD EE and DSCP.”

THE SOLUTION: VALUE APPROACH ANALYSIS GETS PARENT COMPANY SIGN OFF FOR QAD DSCP

A QAD Q-Scan was the first step in getting ABF’s approval for the upgrade to EE and DSCP installation. Each of Wander Ltd.’s departments and functions was assessed and determinations were made on areas that excess money or time was being spent or any gaps in the process. An analysis was then presented to suggest where improvements might be realized, money saved and profitability increased.

“The Q-Scan gave us the ammunition we needed to convince our parent company of the value of upgrading to QAD EE and replacing our old planning system with QAD DSCP,” adds Grill.

“After we received approval from our parent company, we did the entire project in one attempt – which took more planning and implementation resources but we got everything done as one,” notes Grill. “Having the DSCP pre-configured solution was very helpful. We were able to do the work within very clean timelines. The ‘go-live’ process went very well. We were able to ship products and get invoices out the first day.”

“Our relationship with QAD was a bonus,” notes Stefan Stucki, head of controlling, Wander Ltd. “It made the conversion from our outdated system to QAD DSCP much easier — we didn’t have as steep a learning curve.”

50% TIME SAVINGS
IN MANAGING PRODUCT SUPERSESSION

Wander Ltd’s onsite product team worked closely with a QAD project manager using a QAD standard product model solution implementation, Easy On Boarding (EOB).

THE BENEFITS: PLANNING IS QUICKER AND MORE ACCURATE, SYSTEM RISK IS ELIMINATED AND COSTS ARE REDUCED

The first and most immediate benefit Wander Ltd. saw with the installation of QAD DSCP was the elimination of the platform risks associated with their outdated system. Operating costs were also reduced and Wander now has a richer functionality than was available before.

“The new DSCP system is a very different way of working than the old system. After managing our system for 12 years without an update, we now have the newest DSCP,” comments Andy Eichenberger, demand planner, Wander Ltd.

“With QAD DSCP we have transparency and the ability to change things as needed rather than being boxed into a rigid, unresponsive system. We can play around and use the system as we want and need.”

Other benefits Wander Ltd. has with the new QAD DSCP system include:

- 50% time savings in managing product supersession impact when one product replaces another
- Easier and quicker capacity planning with a simple and more reliable set up

- Reduced recurring costs for DSCP maintenance & support compared with previous system hosting & support
- Faster and easier data extraction
- Reduction in required stock with increased forecasting accuracy and better management of expiring stock
- A common and familiar user experience between QAD EE and DSCP which decreased the learning curve for users

The initial value approach assessment estimated a value return of over \$40,000 each year for DSCP. “Our long-term relationship with QAD really helped during the project,” concludes Trachsel. “They understood our needs and how the product could address those needs — it’s what really made the project successful.”

“Accurate and timely planning is crucial to building an effective enterprise and replacing an outdated planning system. QAD DSCP has proven a great choice for us.”

Andy Eichenberger, Demand Planner, Wander Ltd.

