



“We got benefits in four different areas. We’d anticipate that these are benefits that any company with greater than 40 employees in any industry would also realize”

# Benefits in Abundance

**XSOL has transformed our business.** We’ve enjoyed across the board benefits, including increased revenue, time and cost-savings, process improvement, risk reduction and a positive change in our organizational behaviour.

<b>WHO</b>	Hancocks Alcohol Merchants
<b>WHAT</b>	Alcohol Industry Sector
<b>WHERE</b>	New Zealand, Nationwide
<b>HOW MANY</b>	150 Staff
<b>HOW MUCH</b>	\$140 Million Turnover



“Before we started using **XSOL**, we had grown quickly, and we needed to realign ourselves. Now we are moving ahead like an army: fast, in unison and without deviation or disagreement about where ‘straight ahead’ is.

#### GENERATE MORE REVENUE

**Using XSOL, we were able to automate many manual processes. Aside from saving time and reducing the opportunity for human error, this also resulted in a number of tangible and immediate revenue-increases and cost-savings.**

For example, using **XSOL** we were able to get everyone using a single and automatic best-practice when ordering on POS (Point of Sale). What that gave us was more product into the marketplace; less at our warehouse. That meant we could do more sales and marketing, generate more turnover meaning our bosses were happy. Over 7 months this meant an additional \$400,000 in direct additional revenue above forecast.

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It also allowed us to reduce the number of suppliers we dealt with from 25 to 3-5. Doing more volume with fewer suppliers not only cut our administration costs, it also means we get better supplier-discounts because of the volumes we now do.

#### GET MORE DYNAMIC IN THE MARKET

**XSOL allowed us to plug loopholes. That enabled us to speed up our responses both internally, and with customers. We achieved this by identifying and removing processes wherever they were shown to be unnecessary.**

For example, our process used to always require signoff from the head of the business. **XSOL's** methodology allowed him to see various cases where he saw “I don't need to do that”. The result has been increased confidence from the top down to loosen the reins without loss of control. As a result, we are now faster, more responsive and more dynamic in the marketplace.

#### SIGNIFICANTLY REDUCE RISK

**Through using XSOL we have been able to put processes in place for all business contingencies. As a result we are more likely in good times and bad to run smoothly without loss of revenue, and without expensive oversight.**

One example of risk-reduction was disaster recovery. When a disaster did come (in the form of three major Christchurch Earthquakes), while other companies were trying to work out what to do, we were getting on with executing our contingency plan. As a consequence, we were back up and running in minimal time without loss of data. The end result: uninterrupted customer-relationships, and revenue-streams.

Since having **XSOL**, following process has become the norm because we have all our processes mapped in diagrams that anyone in our team can understand and execute.

It could also mean lower workplace compensation premiums, because we are more likely to be accepted as a “Tier 2” business operator. This in turn is because **XSOL** has given us the proof of processes, documentation and manuals required for “Tier 2” compliance.

#### IMPROVING THE EFFECTIVENESS OF OUR TEAM

**Using XSOL, we have eliminated many things that made us less effective. For example, now responding to emails is much more timely, across the business. That's because XSOL showed us the downstream effect to the business when we didn't execute a step of our business process, such as an email response, in a timely way.**

It's also got us operating in a way which is more open and less defensive with each other too.

Plus there's been a cultural shift: you used to hear more of “I know my job”, and “that's the way things have always been done”. Now that's a thing of the past. The positive effect of using **XSOL** in this way on our working culture has been transformational.

#### WHAT IT WAS LIKE IMPLEMENTING XSOL

Contrary to my initial skepticism, **XSOL** showed its merits immediately. Surprisingly to me, the process of getting our business processes mapped wasn't hard. In fact, it was rewarding and illuminating throughout, with many “aha” moments. The initial fear from some staff that this would cause redundancies, was quickly replaced by the positive realization that this would make everyone's jobs easier and the whole company more profitable: providing an environment of greater job security for everyone.”

To find out how **XSOL** can benefit your business contact [enquiry@xsol.com](mailto:enquiry@xsol.com)

