



“I cannot think of an example of a company that would not benefit. I’m just about ready to get the XSOL tattoo on my arm!”

Fixing the leaks that stopped us expanding and taking our business higher

Initially, we got XSOL because we wanted to stop knowledge getting lost: what we got changed the way we do business

WHO	Patton
WHAT	Manufacture, Wholesale & Engineering for Refrigeration & Aircon
WHERE	Branches throughout AsiaPacific
HOW MANY	150 staff globally



STOP KNOWLEDGE BEING LOST

Knowledge loss had been a huge issue for us: a large ongoing risk we were exposed to. We wanted to capture our processes and capture the information of the people. Our need to capture knowledge was driven by having seen people retiring and we realized that the knowledge was leaving with them. The business case to fix this was simple: this had led to downtime, and exposed us to the chance of making mistakes. In manufacturing and wholesale, there's a lot that can unwind on numerous different levels if you can't access the right knowhow at the right time.

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XSOL has organized our knowledge down into many fine layers that are really easy to capture. The part that amazed me is how quickly we've been able to capture our knowledge. Within seven months we've captured 65% of our whole business processes. Even an ERP system captures only the 20% of a businesses processes that relate to IT.

Also, as we expand overseas, being able to scale up fast is increasingly important. We wanted a blueprint for "how to open a branch" —which we now have. This has lowered the cost and raised the feasibility of us expanding in a way that's fast, yet low risk.

GET COMPLIANT

XSOL has also given us Health&Safety compliance. This is very important to us and our Auditors.

The company is going to what we call "Superuser Tier1" with our local compliance body (ACC). This will reduce our compliance cost because we can now prove to ACC that we are meeting their compliance requirements.

This has been possible due to the to up-to-the-minute documentation we can now generate from any of our branches at any time straight out of XSOL.

SHOWED US WHERE WE WERE LOSING SALES

It's helped us identify where we were missing sales because a process didn't exist. For example, our 4 different branches all did backordering slightly differently. This led to variable notifications, which in turn lead to purchasing not happening. Because we were not doing enough ordering, we were not doing enough sales.

For example, we could have a product on back-order, but nothing on re-order. This caused both a timelag in our system and reconciliation problems.

Like many companies, we knew there was a problem in our processes, but it was hard to pinpoint where. Our past-efforts to find the source of the problem had led to wasted people-time and frustration. XSOL allowed us to zoom-in to exactly where our missing processes were and fix them. As a result, we are doing additional sales, which keeps everyone happy. But there's been a soft-benefit too: our people and time management have improved.

GET NEW PEOPLE PRODUCTIVE FASTER

Our new staff said, "this is such a great system" because within an hour they could see how our business worked and competently perform tasks without error such as processing sales orders. To us, this was an absolute relief on four levels. We reduced the training burden upon our senior people, reduced the time it takes to upskill someone to a productive level, reduced the cost of training and finally—because we had confidence the new people were doing things correctly, we didn't have to monitor them so much post-training.



ON GOING COST SAVING, ONGOING BUSINESS IMPROVEMENT

XSOL showed us something we could not see before: how our processes worked together in easy to understand way. That's given us a huge opportunity to provide more ongoing cost savings, especially in manufacturing, in addition to the cost saving and increased sales we've already got using XSOL.

If there is a leak in a refrigeration unit, the unit cannot perform as specified. It turned out that our business, like most, had leaks: leaks in our processes, leaks in our knowledge transfer, leaks in our awareness. Using XSOL has sealed these leaks, so the whole business can perform as specified.

By showing us this, XSOL helps to stops rework while providing more conformity, which saves us expenditure

For example—XSOL can show us where a process is duplicated. By showing us this, XSOL helps to stops rework while providing more conformity, which saves us expenditure.

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To find out how XSOL can benefit your business visit www.xsol.com or contact enquiry@xsol.com