



**five:am**



**CUSTOMER:**  
Five:am



**INDUSTRY:**  
Fresh Food Manufacturing



**LOCATION:**  
Melbourne, Vic, Australia



**PRODUCT:**  
Sage ERP X3

“Enabling has been exemplary throughout the process – and there have been members of the implementation team who have understood my requirements very precisely with very little description. This was evident through the selection process and it continued throughout the implementation process.”

PAUL WOODS – SITE MANAGER

#### THE SCENARIO

Gaining a strong position in the organic yoghurt market, Five:am recognised the need to operate more efficiently in order to handle their business expansion. Using a combination of MYOB® software to handle financial information and Excel® spreadsheets to handle inventory and production, they were not getting the information necessary to make key business decisions. With growth exceeding 10% per month, they required a fully integrated ERP system that could lead their business into the future. A major component of their business structure was the ability to create a product in both an organic and ethical manner, and the solution chosen had to be robust and flexible to adapt to these specific requirements.

“One of the things we’re passionate about is the fact that we’re organic for the majority of our products and that’s really important to us to restore the environment” says Site Manager, Paul Woods.

#### THE REQUIREMENT

Strict regulations relating to fresh food manufacturing demanded that the solution provide accurate tracking through all parts of the production process. Work orders needed to be generated at each level of a multi-level bill of material, and full tracking of multiple milk deliveries from the starting point to the finished product was essential. Forward and backward traceability were particularly important, as well as product shelf life management, which needed to be configured according to customer requirements. Full traceability of multiple milk deliveries within a common silo was a key component of the system design as well as Materials Requirement Planning (MRP) and Master Production Scheduling (MPS) functionality to increase production efficiencies. In addition to this, their trade with major supermarket chains called for a complex invoicing and discount structure that had to be simple and fast for accounts staff to manage. The existing system was out of its depth.

After defining their detailed needs for finance, inventory and manufacturing, research was undertaken to find a product and provider to best match their requirements. As well as addressing all their current requirements, the new solution had to be able to adapt to future needs and provide flexible analytical tools to assist their business expansion.

Paul Woods explains, “We engaged an independent management consultant, part of Deloitte, to lead us through a very robust process for selecting both the product and the partner to go with.”

#### ABOUT FIVE:AM

There is a philosophy for what we do – and we call it ‘Five:amness’. We believe you get a unique view of the world at 5 AM – a sense of clarity rarely seen throughout the rest of the day. True, many of us are still sleeping, but there are others who embrace this time as their own – to cycle, surf, do yoga or otherwise greet the new day with a purity of mind, body and spirit. Our aim is to capture this ‘Five:amness’ and bottle it – to allow you a Five:am moment of your own – no matter what time of the day or night. Five:am organic yogurt is free from all the usual nasties and is loaded with far more pronounceable ingredients such as organic fruits and cane sugar, no part of Five:am’s production hurts the environment. You can find the Five:am range in major supermarkets and selected specialty stores throughout Australia.

#### ABOUT ENABLING

Enabling is a recognised leader in the provision and support of business management applications throughout Australia and New Zealand, especially in the areas of technical and development expertise, solution design and long-term customer service. With offices in Melbourne, Sydney, Brisbane, Perth, Auckland and Wellington, we have both strength in numbers and depth of expertise to support organisations of all sizes and with a multitude of requirements.

## ABOUT SAGE

Sage is a global provider of end-to-end business management solutions covering areas including accounting, supply chain, point of sale, EDI, web store, manufacturing, construction, property management, business intelligence, CRM and hosting services.

The offering meets the unique requirements of mid-market Australian and New Zealand businesses. Sage's solutions cover a wide range of business disciplines to enhance a customer's competitive edge and provide seamless integration across its internationally recognised and award-winning solutions. In addition, these solutions are designed to be comprehensive, scalable and cost-effective, ensuring that as a customer's business grows or needs change, so do the solutions.

## PRODUCT CHOICE

- Sage ERP X3

## THE SOLUTION

Sage ERP X3 software and the team at Enabling were the perfect fit for Five:am. The software allowed for strict and tight control in all aspects of their production and many of the Enabling team members had extensive experience in manufacturing operations.

Throughout the installation, Enabling team members provided industry specific advice and used their best practice implementation methodology to guide the process and provide the best setup. Working with key staff members at Five:am, Enabling Consultants had the system configured within the estimated timeframe. The results were outstanding.

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## THE BENEFITS

The Sage ERP X3 solution provided by Enabling has created a fully integrated financial and manufacturing system which has addressed all specific fresh food production requirements at Five:am.

"Sage ERP X3 has benefited us because it has provided that common link between operations and the financial reporting. We haven't had to modify the code substantially anywhere to get all of the features that we need to run our business well," says Woods.

Having been involved in a similar business with the implementation of a different product, Paul Woods was very impressed that Sage ERP X3 showed vastly superior features to his previous implementation experience.

"There were other products in the market that didn't allow us to combine deliveries of milk into multiple batches so that we could then trace that all the way through to our yoghurts," says Woods.

Production staff no longer rely on labour intensive spreadsheets: the system provides all the information they need to run efficiently. Purchasing and work order requirements are system generated and the benefits of using MRP and MPS features have increased productivity enormously.

Financial staff have seen their efficiency increase with the setup of flexible discounting structures within the system. Previously taking days to process complex invoicing discounts, their time has reduced significantly for the same task – and processed accurately.

Management now have invaluable access to real-time sales and product analysis information to gain a meaningful insight into key areas of the business and to facilitate better decision making. Customised alerts and notifications are set up to highlight specific events that may impact on business operations and these can be monitored and changed according to current requirements.

"Sage ERP X3 is a great product for our business... it contains all the features that are important to us in the food industry" says Woods.

## THE FUTURE

The Sage ERP X3 solution at Five:am is easily able to handle increased volume and expected to meet their needs for a long time into the future. The system is building up vital history data daily, to provide analysis for decision making and business expansion.

Going forward, Woods is very happy to recommend Enabling and Sage ERP X3 to other similar businesses. "I've been asked whether I'd recommend Enabling and I think the answer is that 'I already have'. There are other people around that I've spoken to and I've been very effusive about how good I've found the product to be and the support that we've received from Enabling."

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