

IBM and Wesupply help build sales and improve supplier performance for Jewson Ltd



Overview

The Challenge

Jewson Ltd had a cumbersome supply chain management system that combined outdated manual entries, telephone calls and fax exchanges with suppliers

The Solution

Wesupply Electronic Trading and Business Activity Monitoring, IBM OS/400®, IBM WebSphere® Development Studio, IBM iSeries® in a Software as a Service (SaaS) model hosted by IBM

The Benefit

Jewson increased sales, lowered inventory, improved stock turnover and gained better control of supplier deliveries

Jewson Ltd prides itself on being the United Kingdom's leading supplier of timber and building products, with more than 750 branches. But while its growth from a single store in 1836 in Cambridgeshire was impressive, some of its supply chain operations looked more like the 19th Century than the 21st Century.

Manual entries -- supplemented by telephone calls and faxes -- were the only means of tracking orders to suppliers and their subsequent delivery to trading locations. An initial attempt by Jewson to modernize the system on its own was successful but it wanted far more.

SaaS resolves key issues

Stephen Bacon, Jewson supply chain director, said, "We knew what we wanted but found that we couldn't do it ourselves. We wanted a seamless system of electronically placing orders, and then seeing when they

were delivered. At the same time, we wanted to track how well our suppliers were meeting their delivery promises."

Jewson wanted to accomplish those goals without adding the costs of additional information technology professionals, hardware or software.

Jewson got what it needed in the form of the Wesupply Electronic Trading and Business Activity Monitoring solution delivered through IBM Managed Services in a Software as a Service (SaaS) model hosted by IBM in Warwick and North Harbour, U.K.

Wesupply, an IBM Business Partner headquartered in London, England, based its solution for Jewson on IBM OS/400, IBM WebSphere Development Studio and IBM iSeries servers.



"The system has resulted in increased sales, better stock turnover and lower inventory."

Stephen Bacon,
supply chain director,
Jewson Ltd.

Although a few other vendors vied for the Jewson business, what tipped the scales in favor of the IBM and Wesupply solution was that it was the only one offering SaaS.

The SaaS solution enables Jewson to transmit orders electronically to its suppliers, who, in turn, use Wesupply to respond with acknowledgements and invoices. Consequently, Jewson knows the status of each order and can tell customers when the materials they are buying will be delivered.

“The system has resulted in increased sales, better stock turnover and lower inventory,” Bacon said.

What’s more, Jewson now has a complete picture as to how well suppliers are meeting their delivery promises, something that wasn’t possible before. “As a result, we’ve enjoyed a 23 percent improvement in supplier performance,” Bacon said. “At the same time, it helps us improve ourselves,” he noted.

Jewson, based in Coventry, England, is part of the Saint-Gobain Building Distribution Group, a leading global building materials distributor.

Wesupply strengthens relationship with IBM

Wesupply has been an IBM Business Partner for eight years, and it has based its offerings on IBM software and hardware since opening for business in 1999, said Simon Bowes, Wesupply alliances director.

“We keep building our relationship and we are proud to have completed validation for the IBM Retail Integration Framework,” Bowes explained.

“When we inform potential customers that IBM will host their applications, the name IBM takes the issue of

security off the table. We tell them, ‘You don’t have to worry about security. Your data is safer with Wesupply and IBM than it would be inside your own firewall,’” Bowes said. Wesupply serves more than 400 customers across Europe, the United States and Asia Pacific.

IBM delivers complete hosting services

IBM is a worldwide hosting leader chosen by thousands of companies in all sizes to host their business applications and Web sites. By using the IBM hosting infrastructure — including networking security, operating system management, storage and backup and implementation methodology — technology providers like Wesupply deliver comprehensive solutions to meet their customers’ business requirements.

The IBM hardened facilities protect against security breaches and natural disasters. Redundancy is built into the architecture, and IBM facilities provide a safe, controlled environment for proprietary information and physical assets. IBM Business Partners and their clients realize reduced costs, have access to technical expertise and can run at full speed 24x7.

IBM delivery of Software as a Service enables companies to achieve business functionality quickly and efficiently. Applications are delivered over the Internet with no upfront costs and with no need to install the applications on customer servers. The solution is hosted at an IBM data center and companies can add services and users as needed. The Software as a Service model lets a company focus on its core business.

Learn more

To learn more about IBM SaaS, visit ibm.com/partnerworld/saas

To learn more about Wesupply, visit wesupply.com

To learn more about Jewson, visit jewson.co.uk



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