Plains Dairy Shifts to Numeric Computer Systems State-of-the-Art DSD/Route Accounting Solutions

HIGHLIGHTS

- Rising service level agreement costs drove Plains Dairy to explore new DSD and route accounting solutions.

- Performed a multi-year search for a cost effective, packaged DSD solution that seamlessly integrated with the dairy's accounting system.

- Plains Dairy selected Numeric Computer Systems eRMS and Xpedium© mobile solutions because they were more functionally and economically feasible together than any other solution on the market.

Nestled in the heart of Amarillo, Texas, sits a state-of-the-art dairy processing facility known as Plains Dairy. From its humble beginnings – run by a single owner and supported by only 70 cows – to operating today as a subsidiary of Affiliated Foods, Plains Dairy supplies hundreds of thousands of gallons of milk each day to customers in West Texas, New Mexico, Oklahoma, Colorado, Kansas and Arizona. The dairy's product line also includes brewed Red Diamond tea, Tampico punch, Culligan water and fruit drinks.

Plains Dairy products are sold through the Affiliated Foods network as well as convenience stores and supermarkets within a 550 mile radius of Amarillo. On average, Plains Dairy delivery drivers make between 20 and 30 local stops per day, performing inventory assessments and determining restock quantities. Using wireless handheld devices integrated with the Plains Dairy enterprise resource planning (ERP) system, drivers are able to access customer order and pricing information in real-time.

James Wood, controller for Plains Dairy said, "Enabling drivers to access customer information with the touch of a button has reduced calls and dependence on our home office. Everything the drivers need to know about a customer is at their fingertips, and providing them with the capability to conduct in-store audits and print out invoices on-site is a winning strategy for Plains Dairy."

In 2012, Wood began exploring his options for alternative mobile and wireless direct store delivery (DSD) solutions. At the time the dairy was working with Ross Computer Systems – now acquired by AFS Technologies – and relying on their mobile retail solution and the AS/400 to automate day-to-day activities of Plains Dairy delivery drivers. Although satisfied with the performance of the mobile tool, Wood sought to bring greater cost savings and efficiencies to the dairy. His goals included reducing annual warranty and service agreements costs and enabling more Plains Dairy departments to input information into the accounting system.

Examining all possibilities, Wood approached Ross Computer Systems with the idea of implementing a Windows server. He learned the company could only support this request if the [Windows] server was used in conjunction with an IBM i series. This information led Wood on a multi-year search for a cost-effective, packaged DSD solution. The dairy's requirements included the need for integrated host DSD and mobile applications with fully integrated eCommerce and executive information systems to seamlessly integrate with the dairy's accounting systems and run off a Windows Server operating the SQL Server database.

"I ran into Wayne Hochberg, Numeric Computer Systems executive vice president, CFO, at an industry event in Dallas," said Wood. "The timing was right for our conversation to take place. I was in the midst of researching mobile and back office route accounting software solutions and had heard from my peers that the Xpedium© comprehensive mobile application software from Numeric Computer Systems formed the best DSD solution on the market."

Furthering his conversation with Hochberg, Wood learned that Xpedium© mobile solutions were designed to complement virtually any existing accounting and ERP system on a variety of devices. The flexibility of Xpedium© meant that the mobile solution would seamlessly sync with the handheld devices Plains Dairy delivery drivers were currently using.

NCS | Numeric Computer Systems
SOFTWARE THAT DELIVERS

In addition, Numeric Computer Systems offered eRMS Route Accounting Software - a Web-based solution accessible through the Internet or the Intranet - that provides complete back end functionality to meet Plains Dairy's needs for order to cash processing as well as offering manufacturing and accounting sub systems. Together with the Xpedium© mobile solutions, eRMS would allow Plains Dairy to implement a robust, end-to-end DSD solution easily managed on the dairy's preferred platform.

"It became clear that if we partnered with Numeric Computer Systems, Plains Dairy would be able to cost-efficiently operate in any environment and use state-of-the-art handheld technology to continue providing the best quality products and service to our customers, " said Wood.

eRMS and Xpedium© mobile solutions were more functionally and economically feasible together than any other solution Wood had come across. "Numeric Computer Systems service agreement rates were also where I needed them to be. This made the decision to transition to Numeric Computer Systems very easy."

While Plains Dairy is currently benefiting from Numeric Computer Systems solutions, Wood plans to roll out additional features of Xpedium© that will enable delivery drivers to become even more efficient. Such capabilities include automated inventory management calculation, personalized invoice creation and more.

The Plains Dairy brand has a reputation for guaranteeing fresh, quality products and excellent customer service. To ensure the iconic brand continues to meet and exceed customer expectations, Wood is confident Numeric Computer Systems is the model solution partner.

For over a decade Numeric Computer Systems has partnered with LANSA, the leading provider of mobile and desktop application development tools, modernization solutions and integration software, to deliver business solutions that run on multiple server platforms - with a variety of user interfaces from a single set of source code. LANSA technology helps Numeric Computer Systems reduce the complexity of building and maintaining enterprise-class Web applications by providing a higher-level development environment that shields programmers from having to learn and master several Web languages for multiple server platforms. Because of this, Numeric Computer Systems is able to offer the same eRMS system on a variety of platforms including Windows with SQL Server and IBM i Series with DB2, with the same source code across all platforms.

About Plains Dairy
Founded in 1934, Plains Dairy once relied on 70 cows to support its operation. Today, the state-of-the -art dairy processing facility distributes hundreds of thousands of gallons of milk a day to customers in West Texas, New Mexico and parts of Oklahoma to Colorado, Kansas and Arizona. In addition, Plains Dairy also produces brewed Red Diamond tea, Tampico punch, Culligan water and fruit drinks.

About Numeric Computer Systems
Numeric Computer Systems, Inc. (www.ncssuite.com) is a premier global provider of supply chain execution solutions supporting the Direct Store Delivery process. Designed for the demands of the direct store delivery (DSD) market, Numeric Computer Systems automates both back office functions and through its Xpedium (www.xpedium.com) brand of mobile offerings the requirements of mobile sales/delivery workers focusing on the fast moving consumer goods industry including baked goods, beverages, dairy, frozen foods and snacks. Headquartered in Hauppauge, New York, Numeric Computer Systems has regional offices in Auckland, Dallas, Jakarta, San Juan and Sydney.