



# Classic Fine Foods

## Classic Fine Foods Improves Productivity With Four New Integrated IT Systems

### ABOUT

Classic Fine Foods is a market-leading importer and distributor of finefoods. It serves the vast majority of five-star hotels and high-end restaurants in Asia, and has an expanding presence in the Middle East and Europe.

Partnering with the world's best food producers to offer products that are of the highest quality and integrity, Classic Fine Foods enables the creation of menus and recipes for the most demanding of tastes.

With operations across south-east Asia, the Middle East and Europe, the company sources, imports, stores, markets and distributes its fine foods products.

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Project Manager, Christophe Jean-Louis.

### CHANGE DUE TO GROWTH

The company's growth meant a move into new offices. To improve productivity and to facilitate the picking process, this also meant moving to a larger warehouse. As Project Manager Christophe Jean-Louis explains, "Our IT system was old and outdated. As we were planning to move anyway, we decided to use the move as an opportunity to upgrade our systems and servers too. We needed to upgrade the existing infrastructure, but also to upgrade so that we could plan in future projects such as ecommerce and EDI." The overriding aim was to relocate the whole warehouse and offices without having to halt the day to day business of taking and fulfilling orders. This meant not only moving all the stock physically, but also electronically transferring all the product lines over to the new system. And all the software Implementation needed to be achieved with minimum administration in the shortest possible time.

### QUICK FACTS

- Established in 2007.
- BRC Certified.

### BUSINESS CHALLENGE

- Relocate the whole warehouse and offices without having to halt the day to day business of taking and fulfilling orders.

### SOLUTION

- SAP Business One.
- HighJump Warehouse Edge
- Valogix Inventory Planner
- Springboard Delivery







## SYSTEMS FOR IMPROVED ENTERPRISE-WIDE PRODUCTIVITY

This complex operation took many months of scoping and planning. Balloon One's final proposal was to implement SAP Business One as the ERP system, with HighJump Warehouse Edge for the warehouse management. Additionally, the Valogix Inventory Planner stock forecasting and planning tool was employed, along with Springboard Delivery transport management system.

Springboard Delivery incorporates route planning from orders imported from HighJump with proof of delivery (POD) capture through a driver Android application. The inlt is a uniquely flexible system that integrates seamlessly with SAP Business One to automate direct-to-customer supply chain and vendor managed inventory applications. It reduces paperwork, cuts admin costs and enables immediate invoicing.

Nicholas Normand, Purchasing and Supply Chain Manager at Classic Fine Foods states "Springboard Delivery is very easy to use and has increased our recording of PODs by 30% compared to paper delivery. I would recommend this app to any delivery business."

Despite the project's seeming complexity, involving four new systems, it took Balloon One just five days to implement and set up the new systems. This involved moving over one thousand product lines over the weekend.

## THE RESULTS

Explains Christophe Jean-Louis, "The whole project ran smoothly and everything was completed on time. The products were very easily moved over on the system, which saved us so much time as we had only three days to move and settle into our new warehouse. And we did not get any down time which was very important to us." After the weekend project was completed, Classic Fine Foods was able to serve all of its customers and deliver to them without any issues. Recounts Christophe Jean-Louis, "It was great to have Balloon One help us out as they were professional about everything. We don't really have any IT people in our own company, so it was good to have Balloon One, who know our business so well." Classic Fine Foods has seen improved efficiency and productivity in the warehouse, as it is better organised, with pickers now able to pick by zones. And with the new working environment and new IT equipment, not only is the business running more smoothly and more efficiently, the staff are also happier.

## GOING FORWARD

At the beginning of 2018 Classic Brought in Balloon One to manage the roll-out of their global IT architecture. Balloon One are leading the implementation of SAP Business One, HighJump, Valogix and Springboard Delivery in a further 9 market outside the UK, primarily in South East Asia. The project spans a 3-year period, focusing on a common, aligned 'Global Template' with local configurations.



## ABOUT BALLOON ONE

Balloon One distributes, implements and supports business software and supply chain applications for distribution, manufacturing and e-commerce companies. We typically work with organisations that turn over in excess of £4m.

We recommend solutions and tailor them so that they correspond perfectly to our clients' needs, helping to streamline processes, save resources and costs, give companies the information they require when needed and to manage operations to improve efficiency.