

TRANSPUTEC

"Transputec developed a solution that is truly bespoke and aligned to our business needs."

– Carlos Da Conceicao, Operations Manager

T&SEnterprises (LONDON) LTD. 



Who are T&S Enterprises?

T&S Enterprises have been supplying fresh fish to professional kitchens in and around London for more than 20 years. From their factory in Wembley, north London, T&S Enterprises quickly process, pack and daily deliver several tonnes of sustainably sourced seafood direct to customers' doors.

Their produce is sourced from Billingsgate, Cornwall, France and many other parts of the world and they operate from wholesale offices in France (Paris), Germany and the Netherlands in addition to the London processing plant. The route to the customer must be as quick and efficient as possible and in line with their often demanding schedules.



What were the challenges?

T&S Enterprises received their orders by phone, email and by voice mail. T&S maintained the orders using a combination of spreadsheets, printed forms and an A3 schedule form for collection, packing and delivering before entering to a Sage ERP system. This process worked but had a number of challenges. It was manual, very labour intensive and error prone.

T&S recognised this and decided that an automated online ordering system would ensure all orders are accurately recorded. They required a solution that enabled staff to process efficiently and with integration to Sage. All their systems would then automatically be updated reducing data processing time, errors and providing up-to-date information both to management and customers.



Carlos Da Conceicao

Operations Manager

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Getting the right orders to the right place as efficiently as possible starts at the factory. Strong working relationships and a good communication chain is our ethos when dealing with customers so a technology driven, failsafe solution had become a key requirement.

The catch of the day has to be in our processing plant by 4am, despatched by 7.30am and delivered to the client before lunchtime. Product freshness is crucial as many of our clients specialise in sushi and sashimi, whether they are top London restaurants or chefs in private homes or aboard luxury yachts. We also supply seafood for our sister company, Atari-Ya sushi bars, restaurants and Japanese supermarkets.

It is vital that we have a sales order processing system which allows complete visibility on planned orders with full delivery addresses and delivery times.



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What is the role of Transputec?

T&S Enterprises initially approached IT Services and Solutions provider Transputec with the idea of an app that enabled their restaurant chefs to place orders. After carrying out a thorough assessment of T&S Trading's business processes, systems and operational cycles, Transputec felt a web-based solution would better meet their online ordering and processing requirements.

The solution is a single central order processing platform,

enabling T&S staff and customers to create orders and for staff to push the order through the fulfilment process. T&S now have full visibility of all the orders created by both staff and customers.

The portal integrates with the Sage 200 system for data transmission between the two systems at various points in the order fulfilment processes and also other internal operations.

It features a catalogue of products that will be maintained by T&S as well as a facility for authorised users to create clients. It provides custom view information to various groups of employees like the Picking Team, Packing Team, management and so on.

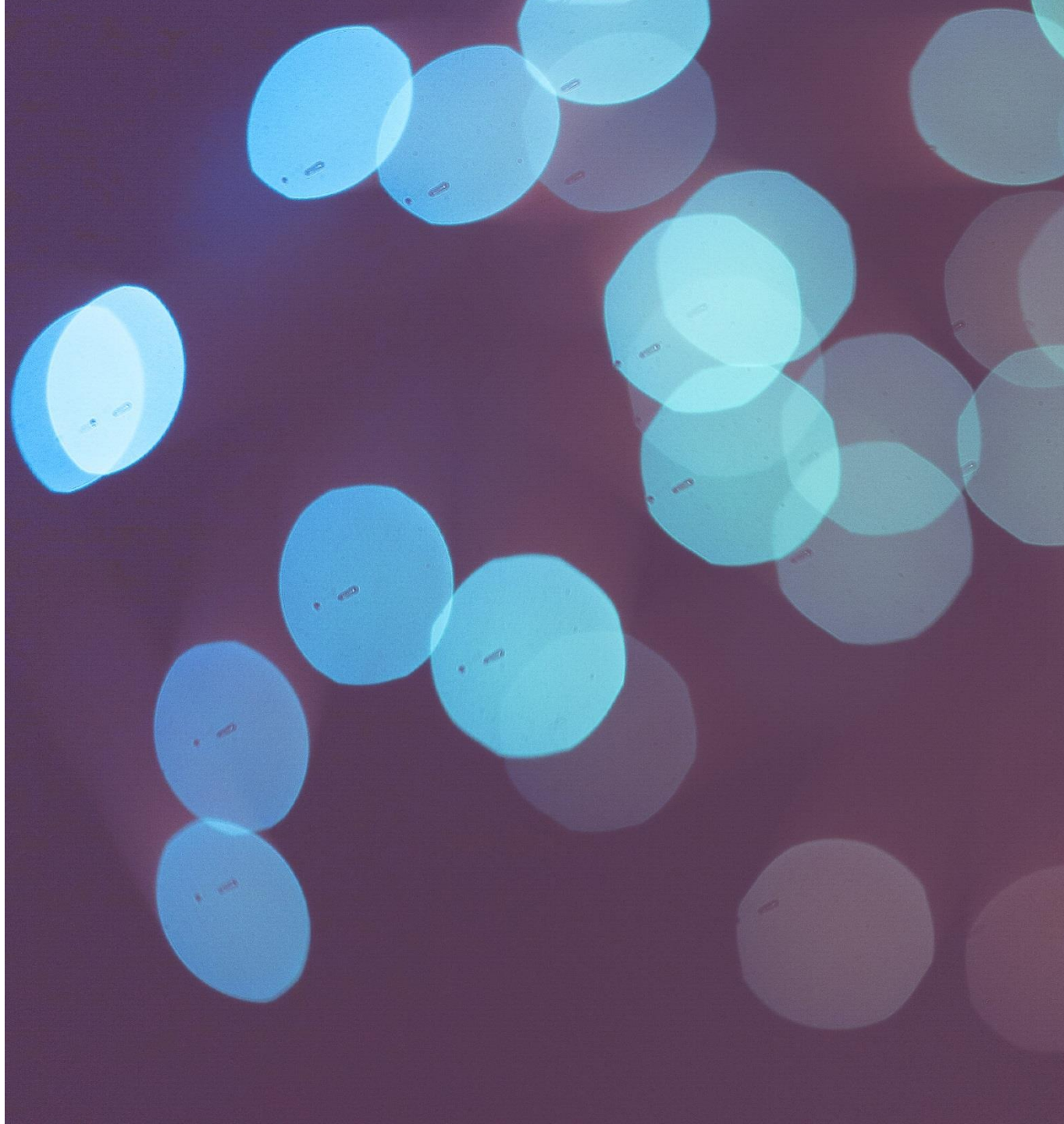
What are the benefits of the solution provided by Transputec?

“ The biggest benefit is accuracy.

Our customers and chefs can now place their own orders which eliminates re-entry errors. We now have more time to monitor orders as they are being entered by the clients. We are saving around an hour on each process, and our customers can follow the status of their order from beginning to delivery. Customer feedback is great as the portal is simple, can be accessed from any device with internet connection and they get a notification that we received the order.

Our chefs are now able to better prepare for the following day as they now spend just 10 minutes creating orders. The quicker they can get their orders to us, the quicker we can cut, pack and deliver our fresh seafood. It has really speeded up our cycle which needs to be fast, clean and efficient so the customer can take delivery of fresh seafood in preparation for sushi and sashimi, for example.

We are very happy with the portal and have plans to expand it to many other areas of our operation as it is very flexible and offers more scope than just an order processing solution.



What was the process for implementing the portal?

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Transputec took time to understand our operation and service lifecycle and workflow pattern. They explored several different options which involved a lot of going back and forth and tweaking and fine-tuning. It was a thorough process and Transputec

left no stone unturned

to find the right solution that is spot on for our business. In fact, it has so much more functionality than we anticipated. We are discussing building a CRM platform on it and enabling the general public to order our seafood online which would open up a whole new client base for us.

What is the relationship with Transputec?

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We work very well with Transputec.

They worked very hard to find the best solution that met both our needs and our budget.

Their approach is holistic.

They wanted to fully grasp our operation so they explored every aspect of our business to find the solution that worked best for us. They don't cut corners. What is also reassuring is that they are always available and any issues are always resolved within 24 hours. For our business, back-up plans are crucial.

For us, it is unimaginable for our operation to grind to a halt – that doesn't come into the equation. It is imperative that we have watertight, workable back-up plans in place. Transputec's robust solutions, service and contingency planning help ease our mind.



Would you recommend Transputec?

“ Without hesitation.

The scope of the portal is bigger and better than we expected. This is thanks to Transputec's understanding of our business, processes and workflow. They don't give you a slightly altered off the shelf product but really take the time to develop something that is truly bespoke and aligned to your business. That said, it only took a handful of months between initial discussions and testing and implementation of the portal as they are a fast and focused operation. We chose Transputec as they came highly recommended to us and we will certainly be making forward recommendations.

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Carlos Da Conceicao
Operations Manager



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