

# Deli Spices delivers superior customer service with fully integrated ERP/WMS Solution

CASE STUDY

## At a Glance

### ORGANIZATION



### REGION

Africa

### KEY CHALLENGE

Standardize Warehouse Management System across all South African warehouses

### KEY BENEFIT

World-class customer service, modern techniques for batch tracking and full lot traceability

### INDUSTRY

Food and Beverage

### END USER MARKET

Retail

### SOLUTION

SYSPRO 8 and DATASCOPE WMS

## Customer Profile

Established in 1981 by Walter Haller, Deli Spices Group is a family-run business that has expanded throughout southern Africa. Today it is one of the leading seasoning and additive blend suppliers to the Sub-Saharan food industry, specializing in flavor and food enhancement. With its head office, manufacturing plant and innovation center in Cape Town, Deli Spices also operates distribution centers in Cape Town and Johannesburg as well as branches throughout South Africa, Botswana, Kenya, Namibia, Zambia and Zimbabwe. In 2017, Deli Spices entered into a strategic partnership with MANE, one of the largest flavor and fragrance companies in the world.

## The Business Challenge

A long-term SYSPRO client, in 2021 Deli Spices decided to standardize on a Warehouse Management System (WMS) across all its warehouses in South Africa.

## The Solution

Deli Spices selected DATASCOPE WMS based on its strong interface with SYSPRO. The company has also standardized its operation by migrating all 10 of its South African subsidiaries onto one fully integrated SYSPRO solution.

## The Outcome

Julie-Ann Faber, (Applications Manager) of Deli Spices, says: "Our operations and supply chain rely on SYSPRO's world-class ERP and integrated WMS systems to support our ongoing quest to deliver superior customer service using modern techniques for batch tracking and full lot traceability."

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*We are processing large volumes and any downtime means the business is standing still. The contract means that if there are any issues, questions or new challenges, we have direct contact with SYSPRO. It's already working well and we are confident it will help us reduce end-user time.*

– Julie-Ann Faber, Applications Manager, Deli Spices.

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## Tracing from source to end user

One of the imperatives in the Food and Beverage industry is the need to have full lot traceability from source right up to final destination. For Deli Spices, this is complicated by some of the larger retailers dictating their required shelf life for the products they stock. While Deli Spices strives to work to First In, First Out to guard against expired product, it also needs to adhere to retailers' expectations. To achieve this, custom rules are a necessity.

"For example, our picking slips need to tell the pickers exactly which bins to go to and which batches to pick to suit both the expiry dates and the shelf life requirements of the retailers," Faber says. "By enabling us to build in custom forms, SYSPRO provides us with a strong base model for that."

Deli Spices currently holds a 130-user SYSPRO license along with a 160-user DATASCOPE WMS license, and uses SYSPRO e.Net to interface with a number of third-party applications including RapidTrade, Endoxa and NetStock. All these systems feed data in and out of SYSPRO, making the ERP solution the foundation for the entire operation.

## Strengthening in-house support

Faber says the most recent change in Deli Spices' decades-long relationship with SYSPRO is in the area of internal support.

"The company has grown dramatically, and we've reached the point where we've standardized on master file data and now need to start standardizing a lot of those processes," she says. "To do that, we need a very strong in-house support system, so we've signed up for a direct support contract with SYSPRO. It gives us the opportunity to restructure our internal application support to reduce our turnaround times to the end users."

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*Our operations and supply chain rely on SYSPRO's world-class ERP and integrated WMS systems to support our ongoing quest to deliver superior customer service using modern techniques for batch tracking and full lot traceability.*

**– Julie-Ann Faber**, Applications Manager, Deli Spices

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## About SYSPRO

SYSPRO is a leading, global Enterprise Resource Planning (ERP) software provider, specializing in key manufacturing and distribution industries. Our Industry-built solutions and services are designed to make things possible.

SYSPRO's ERP solution empowers customers to take the next step – whether it is expanding into new territories, adding new product lines, transforming business processes, or driving innovation. Through our ERP software, customers gain access to solutions, processes, and tools to assist in the management of data for key business insights and informed decision making. The solution is scalable and can be deployed in the cloud, on-premise, or both, and accessed via the web on any device to provide customers with choice and flexibility.

As a trusted advisor, SYSPRO remains focused on the success of partners and customers. With a strong commitment to channel partner growth, SYSPRO customers are backed by a team of global experts that drive maximum value out of IT systems and business solutions. We are committed to addressing the unique needs of our customers, enabling them to easily adapt and remain resilient. Our evolving solutions are aligned with industry trends and leverage emerging technologies that will enable partners and customers to secure a digital future and to gain a competitive advantage.

Learn more about SYSPRO's solutions for food and beverage industries [Click here](#) or contact us on [info@za.syspro.com](mailto:info@za.syspro.com)

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