

The fast-moving, ever changing world of consumer goods demands a constant need to analyse every detail. With the right strategy, solution and ethos, transform your processes and operations with Microsoft Dynamics.



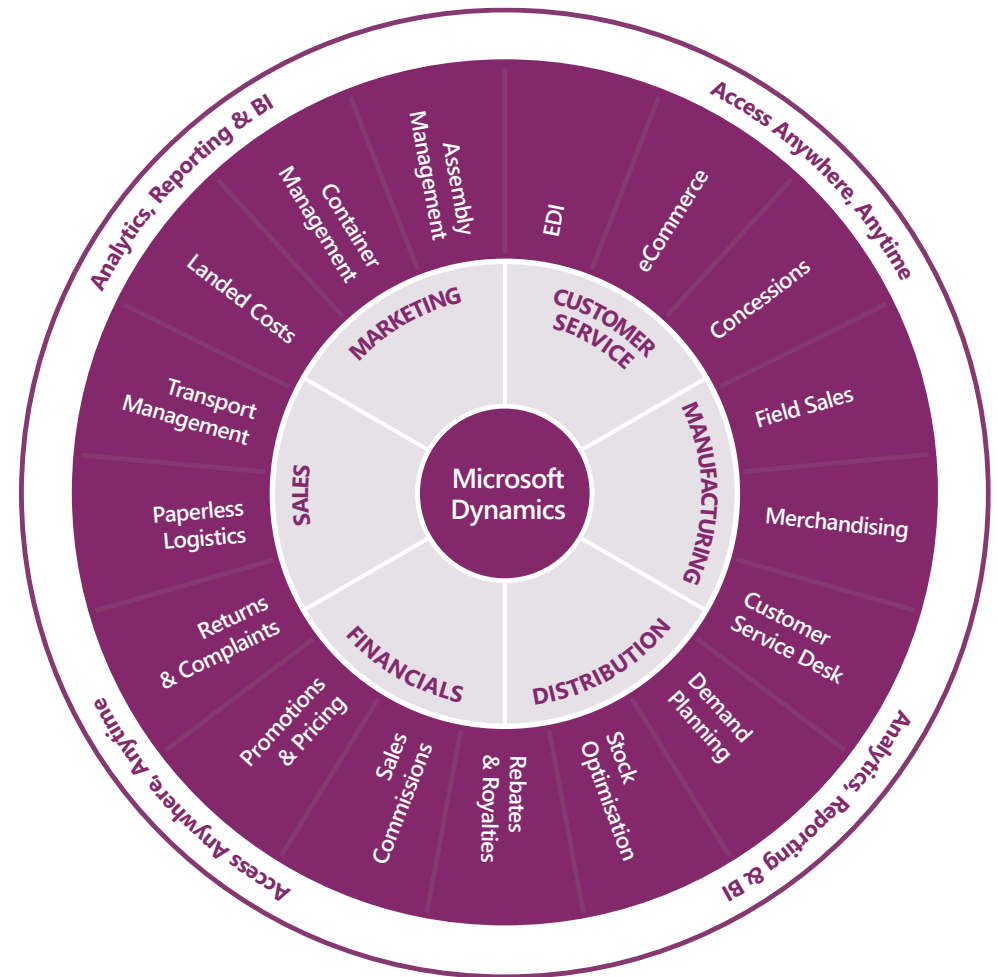
Drive growth and boost insight

- with Dynamics Consumer Goods

Growing revenue and building brands whilst improving profitability is job one for Consumer Goods companies - irrespective of the categories you supply; whether health & beauty, stationery, toys & games, household, pet, baby, electrical appliances or items for home, garden and/or entertainment.

But it's not easy with intense global competition, increasing trade concentration, growth opportunities in unfamiliar channels, new market entrants and a need for greater efficiency in both production and the supply chain – and all combined with fluctuating costs and currencies. The winners will be companies who can deliver the right combination of quality and value to their increasingly demanding time-sensitive sales channels.

Dynamics Consumer Goods is our offer of Microsoft Dynamics ERP & CRM business software combined with specific industry functionality that provides a complete end-to-end business software solution for Consumer Goods manufacturers and distributors.



Imagine a suite of easy-to-learn and simple-to-use applications tailored to the Consumer Goods sector, specifically designed for your business size and dedicated to growing your organisation through happy customers.



Join over 390,000 organisations and almost 10 million users across the world using the Microsoft Dynamics solutions every day.



Meet retailer demands

- Respond quickly to real-time demands from your customers
- Manage new product development and product listings
 - Support a Demand Driven Supply Network (DDSN)
- Enhance the efficiency of your supply chain with self-service reporting and updating
 - Combine comprehensive product data management with inventory identification technologies
- Monitor the flow of products through your customers to enhance forecasting accuracy
 - Support store merchandising, training and promotion management



Anticipate & respond to consumers

- More accurately predict what is going to sell and be prepared to deliver it
- Support promotional pricing mechanisms
 - Make effective decisions by diving deep into market data
 - Manage finished-goods shelf life and packaging changes
 - Track and manage merchandising
- Provide a seamless customer helpline and online experience for warranty registration, product issues and retailer enquiries
- Enhance returns and complaint management



Streamline operations

- Deliver a single, real-time view of data from multiple departments
- Efficiently support a multi-channel trading model including EDI, online and concessions
- Reduce the need for internal communication with real time accurate data
- Dispatch to retailers, or on behalf of retailers, customers' orders with the correct branding
 - Simplify pick, assemble, pack, and ship operations
- Efficiently manage your assets using planning, forecasting and analytics
- Collaborate more effectively with partners, suppliers and third party logistics



Ready... Set... Go!

Meet retailers' demands and increase sales performance across all channels

Drive down the cost of EDI with retailers, wholesalers, suppliers and third party logistics (TPL) providers.

Take advantage of "EDI-as-a-service" to reduce transaction costs and improve accuracy.

A completely integrated part of Dynamics Consumer Goods, the EDI solution supports all the major retailers, wholesalers, suppliers and TPL providers including Aldi, Amazon, Asda, Batleys, Booker, Boots, Colgate-Palmolive, The Co-operative Group, Costco, Costcutter, Debenhams, Harrods, House of Fraser, Iceland, John Lewis, Lidl, Makro, M&S, Morrisons, Musgrave Group, Nisa, Ocado, Office Depot, Reckitt Benckiser, Sainsbury's, Schwarzkopf, Selfridges, Spicers, Staples, Superdrug, Tesco, The Range, Unilever, Vow, Waitrose, WH Smith, Wilko – and more.



M&S

The **co-operative**

ASDA

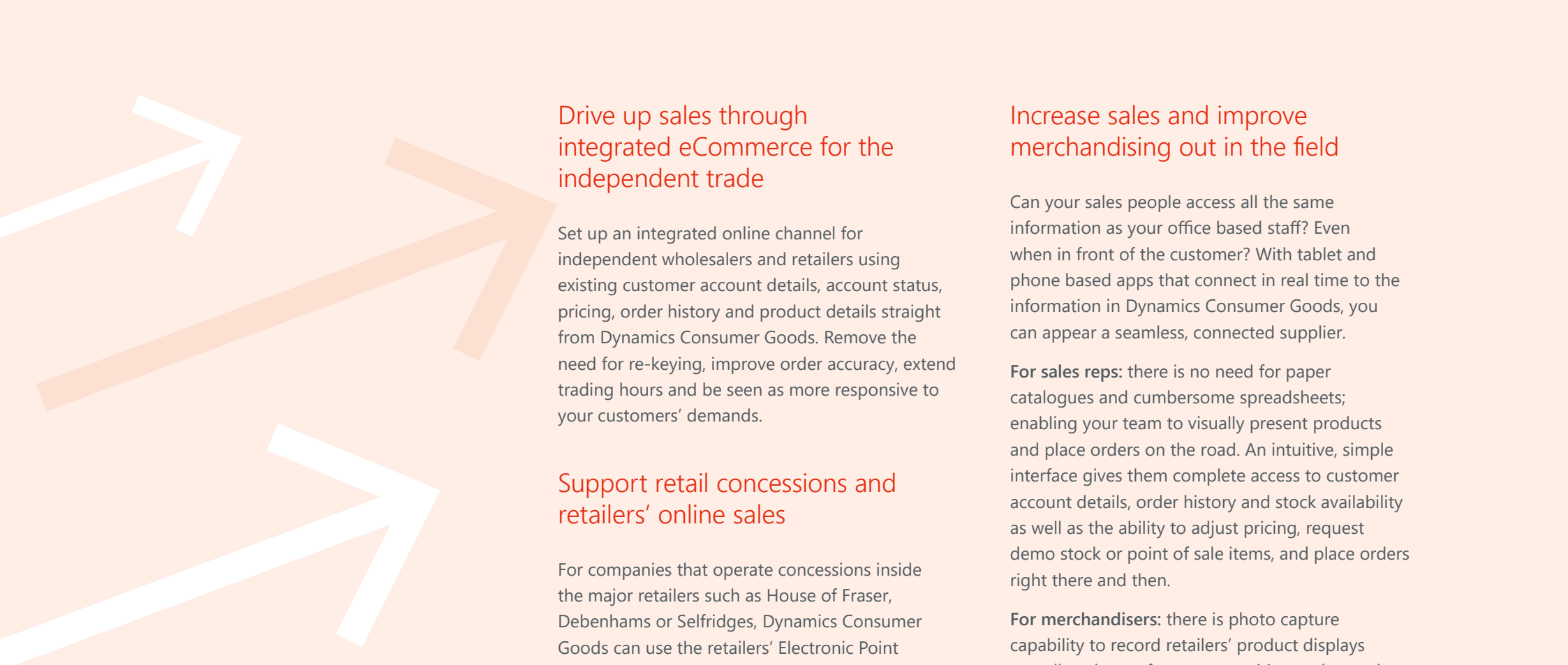
HOUSE OF FRASER



Waitrose

Sainsbury's

Costcutter[®]



Drive up sales through integrated eCommerce for the independent trade

Set up an integrated online channel for independent wholesalers and retailers using existing customer account details, account status, pricing, order history and product details straight from Dynamics Consumer Goods. Remove the need for re-keying, improve order accuracy, extend trading hours and be seen as more responsive to your customers' demands.

Support retail concessions and retailers' online sales

For companies that operate concessions inside the major retailers such as House of Fraser, Debenhams or Selfridges, Dynamics Consumer Goods can use the retailers' Electronic Point of Sale (EPOS) data to calculate and invoice the appropriate fee as well as replenish stock. Managing the stock at each store, Dynamics Consumer Goods correctly handles returns via stores with no concession and dispatches, on behalf of the retailer, for items ordered either in-store or via the retailer's web site.

Increase sales and improve merchandising out in the field

Can your sales people access all the same information as your office based staff? Even when in front of the customer? With tablet and phone based apps that connect in real time to the information in Dynamics Consumer Goods, you can appear a seamless, connected supplier.

For sales reps: there is no need for paper catalogues and cumbersome spreadsheets; enabling your team to visually present products and place orders on the road. An intuitive, simple interface gives them complete access to customer account details, order history and stock availability as well as the ability to adjust pricing, request demo stock or point of sale items, and place orders right there and then.

For merchandisers: there is photo capture capability to record retailers' product displays as well as those of your competition and record in-store counts against agreed stocking plans. As the visit report gets logged as they walk out the door, it allows your office-based staff to take any required actions instantly and the company to understand activity for field-based staff.

To make sure that all your accounts get the attention they deserve, Dynamics Consumer Goods also allows you to plan geographical/area-specific campaigns that minimise travel and enable office-based staff to book appointments for people out on the road - seamlessly joining internal and external sales for a complete view.



Streamline business operations and improve customer responsiveness

Improve customer responsiveness with an integrated Customer Service Desk

With a completely integrated solution, your Customer Service Centre/Desk can respond to, and resolve, queries regardless of the channel through which they were received – online, phone, fax, email or EDI - from both retailers and consumers.

When customers prefer or need to place orders over the phone, speedy and accurate sales order processing is essential. Dynamics Consumer Goods supports fast order entry with additional capability for price matching, substitutions, fast re-ordering, promotions, fast search, easy up-selling as well as flexible cut-off times linked to delivery methods.

For enquiries from consumers, you can easily capture the enquiry and correctly respond. This may be by supplying brochures or samples with subsequent follow-up by you or your retailers.

Alternatively, you may direct them to your online channels or to an online retailer in their locality that lists your product and has the appropriate quality rating. You can track these enquiries through to the retailer to understand the conversion rates.

Keeping with our philosophy of good things inside and delivering great outcomes, it was a no brainer to put Microsoft Dynamics into our business."

Bounce Europe





Improve service to your retailers through real time insight of present and future availability of any SKU. Microsoft Dynamics can help you understand trends and quickly reforecast to maximise stock levels on time, in full, without the cost of surplus inventory - however long your lead times.



Improve demand planning and stock optimisation

Forecasting excellence is inevitably based on the quality of the underlying data. One-off events such as a major increase in sales or an unusual drop in demand can dramatically change demand forecasting for the worse.

Enhance sales forecasting accuracy by taking account of seasonal fluctuations, promotional activity and other product/location/company specific dimensions, as well as just historical sales. Deliver improved purchasing, stock management and total sales as a result.



Simplify the management of rebates, licence royalties and sales commissions

Automatically accrue for, and simplify the management of rebates, licence royalties and sales commissions to remove the need for unexpected payments and its unwanted impact on cash flow.



Easily implement promotions and associated pricing

Dynamics Consumer Goods includes comprehensive promotional pricing to support either general, channel or specific account campaigns to pull through demand using a multitude of promotional mechanisms such as time, quantity or total value/cost.



Enhance returns and complaint management

Log and track customer issues, returns and complaints with standardised processes to ensure timely resolution and happier customers. Track serial and batch numbers to understand warranty commitments and ensure the supply of correct parts. Manage the return of items for repair or replacement complete with any charges. Analyse reasons for returns and complaints to identify and enable corrective actions against products, suppliers, retailers or delivery methods and companies.



Increase warehouse productivity and responsiveness

In the demand-driven world of supplying to the retail sector, your warehouse operations need to be efficient and responsive – enabling 100% on time, in full deliveries with the minimum stock investment.

Dynamics Consumer Goods extends the functionality of Microsoft Dynamics to offer a fully mobile, paperless solution in your warehouse. It provides up-to-the-second information on stock availability and location using the latest wireless bar code technology to streamline your pick, assemble, pack and ship cycle.

No matter how an order is received, within seconds of it being credit approved and without any user intervention, Dynamics Consumer Goods can provide optimal sequencing of tasks for the warehouse operative to fulfil that order and dispatch the items, either to or on behalf of the retailer, complete with the correctly branded paperwork.

"We needed a package that could handle our planning requirements, our supply chain, and management issues. We also needed a package that would give us better financial analysis, and would enable us to deploy the whole solution via the web. Now we pay Technology Management a monthly fee, and we get a leading-edge package with low capital investment."



Improve supply chain efficiency

Manage delivery process via own transport or third party logistics

By selecting the delivery method and service required through any of the order placing methods, Dynamics Consumer Goods will predict the correct delivery date for that item to that location. By grouping together new sales orders and back-orders for deliveries with the same method, Dynamics Consumer Goods allows orders to be efficiently picked and prepared for dispatch at the appropriate time.

If you have your own transport, Dynamics Consumer Goods has interfaces to multiple route optimisation systems. Benefit from fully dynamic or fixed route planning on set days, to maximise service and minimise cost. Once all the required logistic movements (including deliveries and collections across customers, suppliers and other branches) are confirmed, the picks for your warehouse are sequenced to enable the vehicles to be loaded in the correct order. When delivery is underway, drivers' hand-held terminals enable progress to be tracked with signatures and photos, which are transmitted instantly.

If you use third party delivery systems, Dynamics Consumer Goods has defined interfaces (so you are not tied to any one company) for leading delivery companies including Parcelforce, UPS, FedEx and Yodal. The system initiates the production of the correct labels at packing and allows tracking of the delivery right through to proof of delivery.



Improve product profitability with complete visibility of landed cost and shipping progress

Companies that import products often must account for landed costs in the final costs of the item and its impact on cash flow. Dynamics Consumer Goods allows you to record as many expected costs per item, per country of origin, shipment method, currency and date as needed and if it should be included for duty calculations. It also allows you to recalculate expected costs and automatically accrue them during the goods journey, correctly reflecting in Dynamics Consumer Goods's cash flow projections.

The cost of shipping products can often be a large percentage of the cost of CPG products. Dynamics Consumer Goods provides container planning to maximise what you can fit in each container as well as the ability to track your containers through a set of statuses that you define per shipping method and agent.



Track delivery performance into store or distribution centre

Easily monitor on-time in-full (OTIF) delivery performance by analysing KPIs around requested, promised, actual delivery dates and percentage of completion together with customer and/or specific date ranges.



Minimise stock and improve responsiveness in assembly management

For CPG companies that assemble-to-order (also known as kitting), who have customised labelling or final configuration, Dynamics Consumer Goods can help you manage that process whilst still minimising stock holdings and enabling you to respond to last minute customer orders.

We undertook a very thorough process of evaluating partners before selecting Technology Management. Right from the start, it was clear they wanted to work with us to make our project our success and support us for the long-term. They took the time to understand our business and our goals – and the technical expertise and business experience of their people shone through".



Improve Overall Visibility and Control

Flexible rapid and accurate reporting

Dynamics Consumer Goods understands that being able to quickly and accurately get the information you need - be it for sales analysis, currency exposure or supplier and delivery performance - those authorised within your organisation must be able to create the reports they need, when they need them. It uses the latest reporting technologies from Microsoft Power BI dashboards to Excel, allowing you to drag-and-drop the precise data you require. Refreshed instantly, data can be shared internally, externally or published to a web-based dashboard so the people requiring the information can self-serve.

Dynamics Consumer Goods

One solution =
Fewer headaches + More productivity

Multiple, disparate applications with proliferating data mean reduced productivity, duplication of effort, high error rates and a lack of visibility. Dynamics Consumer Goods provides real-time and accurate information throughout your organisation.

Dynamics Consumer Goods is the ideal vertical solution for companies in the Consumer Goods sector. Microsoft Dynamics has been seamlessly extended to include Consumer Goods industry-specific requirements to ensure your business makes the most of its IT investment.

Transform your processes and operations with Dynamics Consumer Goods



We help manufacturing and distribution companies drive excellence by transforming their processes and operations with Microsoft Dynamics 365, Dynamics NAV, Dynamics CRM and Office 365 to provide everything the modern business needs.

Dynamics Consumer Goods is our offer of Microsoft Dynamics combined with specific industry functionality that provides a complete end-to-end business solution for Consumer Goods (CPG) manufacturers and distributors.

We are a Microsoft Gold Certified Partner and can deliver Microsoft Dynamics solutions on your own IT infrastructure, our hosting platform in a UK data centre or in the Microsoft cloud (Microsoft Azure). Based in the Midlands and the North East, we support clients across the UK and worldwide.

Our consumer goods customers include Aden and Anais, Alloga UK, Company of Animals, Davenport Burgess, Helix, Jura Products, Passion for Life Healthcare, Rosewood Pet Products, Sert UK and WB The Creative Jewellery Group Ltd.

Talk to us today for a jargon-free discussion on how we can help your business transform its processes and operations:

Call: 01902 578 300
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Visit: www.tecman.co.uk

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24/7 365 Business Critical Support

For companies that operate outside standard support hours, we can provide Business Critical Support – support for your business systems 24 hours a day, 365 days a year.



Gold Enterprise Resource Planning
Gold ISV
Silver Cloud Customer Relationship Management
Silver Small and Midmarket Cloud Solutions

Microsoft Dynamics

Office 365

Microsoft Azure

