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...that is the difference. ACS Delivers!"

Ian Wallis
Group IT Manager
MAN Truck & Bus
(S.A.) (Pty) Ltd

A Competent Crew drives "Total Customer Support" at MAN Truck & Bus South Africa

The Company

EMBRACE has been assisting MAN Bus & Truck South Africa deliver its promise of "Total Customer Support" since 1997, by providing a seamless view of the entire group of companies, seamless stock control and customer support through the very latest in ERP technology.

MAN Truck & Bus (S.A.) (Pty) Ltd, a wholly-owned subsidiary of MAN Truck & Bus AG in Germany, is a leading manufacturer of medium, heavy and extra-heavy trucks, as well as commuter buses and luxury coaches.

The South African operation has its headquarters in Isando, as well as an assembly plant in Pinetown, a bus and coach manufacturing facility in Olifantsfontein, central parts depot in Isando, used commercial vehicle operation in Centurion and a widespread national sales, service and parts dealer network, all driven by ACS-Embrace. The company currently holds second position in the heavy truck market and is the leading supplier of buses for passenger transport in the country.

The Challenge

"Our requirements are diverse and constantly evolving. Fifteen years ago we implemented Embrace Financials and Manufacturing at our Head Office in Isando. Specialist Automotive Industry systems were implemented at the branches in 2002. We continued along this path for the next 3 years. The problem was that everything had to then be consolidated onto one system, which meant that we were doing everything twice. This was time consuming and caused costly mistakes. We realised that we needed to change paths." said Ian Wallis, Group IT Manager at MAN Truck & Bus (S.A.) (Pty) Ltd.

In 2004, MAN employed the services of an independent consultant and together re-assessed what they had, versus their requirements. The software had to offer a good value proposition; it had to be scalable to cater for anticipated growth; stable and flexible to meet MAN's evolving requirements; user-friendly, and easy to implement and maintain. Based on this assessment, analysis and subsequent investigation, the decision was taken to standardise on ACS-Embrace throughout MAN SA.

"Embrace includes all the specialist modules for our industry," continues Ian Wallis. *"Added to that, all the modules are fully integrated, online and real time, giving us complete visibility and a common view of all 18 of our companies, branches and privately owned dealerships."*

"When comparing and evaluating possible ERP Business Solutions, the most compelling difference is the company behind the software. ACS has an excellent, competent crew and we have a good relationship with them. They have been supportive of us and are always willing to help when there is a new need or gap. Other companies we have dealt with have not always been as ready to meet our needs. They have made promises but often not delivered. And that is the difference. ACS delivers!" Ian Wallis, Group IT Manager at MAN Truck & Bus (S.A.) (Pty) Ltd.



"We love our Embrace System. We have more financial control, more stock control and more control of the business."

MAN Dealers

Embraces interfaces to the:

- Oil dispensing system
- Labour clocking system

"Embrace enhances the way we sell and service vehicles. It helps us to ensure our philosophy of "Total Customer Satisfaction."

Ian Wallis
Group IT Manager
MAN Truck & Bus (S.A.) (Pty)
Ltd

Embrace keeps the "Full Service History" for the lifetime of each and every vehicle sold.

The Solution

When the decision was taken to implement Embrace in all the branches and private dealers, there was a lot of resistance. It is human nature to resist change. However, it did not take long before they realised all the benefits, embraced change and today they say, "We love our Embrace System. We have more financial control, more stock control, more control of the business." In general, MAN Dealers have found the Embrace System to be robust, methodical and a professional way of working.

MAN has adapted the Embrace system over the past 15 years and together with ACS has worked on a number of different aspects and evolved with them.

The Benefits

Track Labour and Eliminate Shrinkage

The Embrace Workshop/Service Module is used for servicing vehicles. This module includes an interface with the Oil Dispensing System, namely Oilpro. This interface controls the amount of oil dispensed to a job and has helped to eliminate shrinkage.

Embrace also interfaces with the labour clocking system which is used by employees to clock themselves onto service jobs. The clocking system runs in real time, which allows the individual performance of each employee in the workshop to be monitored. MAN is able to track and charge labour against every job. Idle time is also managed.

Loading and Planning is currently being implemented to improve the service level in the workshops.

Controlling and Managing Inventories with full Visibility into Group Stock

The parts warehouse, in Isando, has a stockholding of R188-million and supplies 33,000 line items to a Dealer network of 26 in South Africa and a further 11 in neighbouring African countries. The parts operation forms an important part of MAN's 'total customer support' philosophy and an emergency service ensures that parts can be delivered anywhere in South Africa within 24-hours. Embrace gives us full visibility into Group Stock, wherever it may be, including consignment stock. Dealers can source from Head Office or a dealer closer to them.

The Embrace Deal Management Module is used for proposals, quoting, managing and maintaining vehicle sales. MAN has full visibility into all the detail relating to the Deal, including the deal vehicle, customer and finance house. This integrates back into the Service and Maintenance Contracts Modules for after sales service and maintenance of the deal vehicle.

Managing the Entire Sales Cycle ensures Superior Customer Service

"Embrace enhances the way we sell and service vehicles. It helps us to ensure our philosophy of "Total Customer Satisfaction". We are currently implementing "Workflow" to streamline our operations even further. This will ensure that we are in line with corporate governance, speed up the approvals process and eliminate the need for signed pieces of paper", adds Ian Wallis.

MAN implemented the Embrace Maintenance Contracts Module in November 2011, and is already enjoying significant benefits. They are able to manage and measure the profitability of each contract. This Module has streamlined the process and made their lives easier. They do not need to use cumbersome Excel spread sheets anymore and then capture and process the information again. They do things only once and at last have a way of systematically invoicing utilisation accounts.

Embrace keeps the "Full Service History" for the lifetime of each and every vehicle sold. Every authorised MAN workshop has a clear view of this information. Customers can service their vehicle at any MAN dealer, anywhere in Southern Africa.



"ACS responds to new challenges, well! ..."

Embrace has evolved into an all-encompassing solution to meet specialist requirements but all these have been fully integrated into the package, ensuring our competitive advantage."

"Embrace and the ACS crew have been consistently efficient in assisting us in achieving our business objectives of total customer satisfaction!"

Ian Wallis
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One End-to-End Solution Effectively Manages Every Element within the Entire Company

With Embrace MAN has one system covering all the activities and different types of activities within the entire company. They have 2 different types of assembly Plants:

- 1) Bus Bodies - which move from station to station. There are 1,000's of different parts linked to these stations. MAN receives only the chassis and has to put in floors, lights, seats, carpets, along with everything else that is required. Embrace is used extensively to manage and control this process.
- 2) Trucks - which move to a different station every 20 minutes. The Truck Assembly Plant receives a Kit from Germany, called a "Truck in a Box". This goes through the line. Local parts and other items required are added to this Kit. A BOM (Bill of Material) is used for gross requirements and JIT (Just In Time) ordering.

Accurately Cost and Track Goods in Transit

Embrace Manufacturing (MRP) is used extensively to manage and control this process. Parts are purchased locally and overseas. The Shipping Module is used for importing goods, which gives full costing, with the actual landed cost, taking the exchange rate into account.

Cost-Effective and Efficient to License, Implement and Run

Embrace has proven to be cost-effective to license, implement and run. MAN has 405 user licenses but in fact have 900 registered users. This is because the license is based on the number of concurrent users.

"ACS responds to new challenges, well! The Embrace CRM Module was adapted to meet our industry specific requirements. Embrace has evolved into an all-encompassing solution to meet specialist requirements but all these have been fully integrated into the package, ensuring our competitive advantage."

Embrace is suitable for our increasingly complex and diverse environment. Embrace and the ACS crew have been consistently efficient in assisting us in achieving our business objectives of total customer satisfaction, improving our customers' transport efficiency and offering them a comprehensive program for reducing their total cost of ownership", concludes Ian Wallis.



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