

Case study Macintyre Scott



By land, sea and air. Going the extra mile.

When bonded warehousing specialist Macintyre Scott decided to automate its business it scoured the market for an IT partner with the same level of responsiveness and flexibility – and found DeltaWMS

Founded in 1974 and based in Hampshire, Macintyre Scott is a specialist in global bonded warehousing, duty free and travel retail distribution. Its 100-plus clients include major airports, airlines, cruise ships and ferry operators throughout the UK and worldwide as well as manufacturers of big-brand spirits, tobacco and the other third parties for whom the company holds stock free of duty.

Flexibility, reliability and responsiveness have been key to the company's success according to Managing Director Nicola Ridges-Jones.

Macintyre Scott provides a bespoke service to its many and varied customers, by land, sea and air. Its fleet of vehicles runs 24/7 to carry product to destinations throughout the UK and Europe. For cruise ships and ferry operators the company provides a bespoke palletised or loose case product consolidation service: it also offers a containerisation service for the global distribution of exports.

For air clients Macintyre Scott consolidates and distributes products to airport duty free and travel retail shops and to the airline industry for onboard sales or consumption, and provides a last minute and regular delivery, global freight distribution service for scheduled airlines.

One-stop shop

“For our retail clients we are a one-stop shop” explains Nicola Ridges-Jones. “When a ferry or cruise liner places a single, one hundred product line order with us, to replenish their duty free stock, we pick, pack, consolidate and deliver the order to the ships’ side, quickly and efficiently”.

Macintyre Scott's 62,000 square foot of warehousing is spread across two Hampshire sites, with full inter-site communication via a VPN (virtual private network). The company has increased its warehousing by a third and optimised storage with the introduction of state-of-the-art racking and a Bendi truck system.



Need for WMS-business integration

Macintyre Scott decided that its existing warehouse management system no longer provided the functionality and level of business integration it needed. "We scoured the market looking for a company with good technology and a business attitude that was similar to our own" Nicola Ridges-Jones explains.

Macintyre Scott chose Wakefield-headquartered DeltaWMS as its IT partner for the project. Delta has developed a specialist bonded warehouse management system, DeltaWMS:Bond, as well as dedicated systems for 3PL, Distribution and Manufacturing.

DeltaWMS:Bond system is now supporting Macintyre Scott's business. Future IT steps under consideration include voice recognition, bar scanning and client/supplier EDI links for data exchange.

"Significant savings in man hours"

"Like us, Delta Software have delivered what they promised, on time and to budget – and have been responsive and flexible in adapting their system to meet the needs of our business" says Nicola Ridges-Jones.

"The warehouse management system now interfaces to our Sage accounts system, so we do not have to re-key invoice information" says company IT Manager Andrew Stevens. "It is also completely compatible with the Customs and Excise administrative environment. We have achieved significant savings in man hours as a result.

"DeltaWMS:Bond has given us the tools we need to be flexible and responsive for our clients" Andrew Stevens adds. "Some of them have asked to look at the system. They seemed impressed and are considering using it in their own business".

Popular with users

DeltaWMS' bespoke bonded warehouse management system has a Windows interface that is highly graphical and intuitive, making it popular with users. The system is designed to improve stock location accuracy and reduce labour costs. It enables full stock traceability, from point of receipt to point of dispatch, for any item that moves through the warehouse.

DeltaWMS:Bond manages the deferment of all applicable duties and the generation of all duty payment HM R&C paperwork: the system's documentation is almost identical to the HM R&C approved forms, reducing administration.

Information can be extracted for Customs and Excise or own-use. For example HM R&C audit trail demands can be met by tracing a product from manufacture right through to point of sale. Logistics processes can be viewed from any angle to produce a customer or internal report that can then be emailed.



For more information visit:
www.deltawms.co.uk