



Vets Go Live !!!!

July 2004: National Veterinary Supplies Limited (NVS) engaged Conduit International Limited (Conduit) to develop and deploy one of Conduit's world class eCommerce website solutions, which was integrated with NVS's Quanta ERP system.

With offices and warehouses in Auckland, Palmerston North and Christchurch, NVS have customers spread throughout the length of the country. Being an organisation that strives to stay ahead of their competitors, NVS wanted to make ordering easier for their customers and give them visibility of their purchasing history and transactional information, including account balances, invoices and credit notes.

NVS use Quanta as their ERP system and engaged Conduit as the lead contractor and project manager to work with both Quanta and Aspex Consulting to deploy an internet based transactional website which would be integrated to Quanta. Conduit's extensive experience in the deployment of widely acclaimed ecommerce solutions gave NVS considerable confidence that the final product would meet or exceed the aims of the project.

Aspex Consulting was ideally placed to consult on the integration between Quanta and the Conduit website, having been the primary consultant when Conduit developed a similar system for Sheppard Industries, who also use Quanta, in 2002.

Customers are supplied from the nearest branch, so it was important to provide visibility of the stock levels at each branch so that customers can make a purchasing decision knowing that the product is in stock and will be supplied. Customers are alerted if they are purchasing more than the current stock holding of their branch and given the option to place products on backorder. Stock levels are visible on the website, as is the status of the order. This means that the customer can track the order as it is processed, from placing the order, through to dispatch and invoicing.

A key requirement of the system is the ability for customers to view transactional information on the website, including orders, backorders, invoices, credit notes and account balance. This information is updated every half an hour, is formatted to match NVS's stationery and makes it easy for NVS's customers to access copies of these records, removing this administrative function from NVS staff.

Conduit developed a number of administration tools to give NVS the ability to run product and order promotions, encouraging the customers to use the website when engaging with NVS.

Deployment of the solution went very smoothly and the website has been fully operational since early July 2004. Every month since going live the number of orders passing through the site has increased dramatically, highlighting the success of the project and the return on investment.

The customers and staff of NVS have been impressed with the ease of use and functionality of the system. Following Go Live, Craig Reid, the Managing Director of NVS noted that this was the "smoothest rollout of a software solution he had been involved with", and he is delighted with the final product.

Where to now?

NVS have moved quickly to capitalise and expand upon the deployment of the ecommerce website and are currently working with Conduit to link into Massey University's Mass-e-Mall shopping portal. This will give Massey University's Veterinary School direct access to NVS's product range and facilitate online ordering of these products through an internal Massey University website.

About National Veterinary Supplies Limited

NVS is a leading supplier of Veterinary products to the New Zealand marketplace. Head Office is in Auckland, with regional offices in Christchurch and Palmerston North.

Contact details

Craig Reid
Managing Director
1 Ra Ora Drive
East Tamaki
Auckland
Ph: 09 273 4080

About Conduit International Limited

Conduit is a provider of premium quality Ecommerce solutions in both New Zealand and Australia. Focussing on the distribution industry, Conduit has extensive experience in using Electronic and Internet technologies to make business transactions more effective.

Contact details

Tony Webster
Sales and Marketing Manager
15 Church Street
Onehunga
Auckland
Ph: 09 915 9100