

Carrie Elspeth

The Client

Since 1997 Carrie Elspeth Ltd have designed and manufactured jewellery. The company have won many awards including a Welsh Women of the Year Awards and have received international recognition for their innovative designs and outstanding customer service.

Operating from a 3500 ft² building in Cowbridge, South Wales, Carrie Elspeth Ltd comprises of a large team of experienced staff and outworkers including a network of UK based sales agents.

The company's jewellery which uses a combination of materials including pearls, glass, crystals, ceramic, resin, shell and wooden beads, launches three new collections every year and is sold to over one thousand retail outlets throughout the UK and Ireland.

The Issue

The company previously used Sage Line 50, however as Carrie Elspeth grew the system was unable to sustain the increase in transactions and handle the complex manufacturing process. In particular a system wide lag of two weeks was identified in the stock control process proving critical for the company as many jobs were started but were unable to be completed due to stock deficiencies, effecting both human and financial resources.

Carrie Elspeth explored a range of products and companies that could implement a system that would carry the company through the next decade and beyond. They awarded the contract to Prosys due to their exceptional reputation and ability to understand their specific needs and demonstrate the solution. Prosys Computing's consecutive Sage Circle of Excellence Award wins also provided Carrie Elspeth with additional reassurance.

The Solution

After an assessment phase with the company, Prosys concluded that the most effective system for Carrie Elspeth Ltd would be Sage 200 with a bespoke module for bill of materials.

Sage 200 has provided the organisation with enhanced efficiency, particularly reducing the number of human errors. Of utmost significance to the organisation was the scalability of the software enabling the company to grow at its own pace, and not becoming a barrier to that growth.



Business Partner

The core benefit of the system is its ease of handling the complex manufacturing process. Carrie Elspeth sell 500,000 units per year across 6 product lines, within each unit 7-15 components may be present. Stock is distributed across multiple locations and the system is able to track and evaluate accurately.

Historically managing suppliers and outworkers was particularly challenging for Carrie Elspeth given the way they operate through outworkers and their range of global suppliers, Sage 200 can effectively manage this process providing up to date management information and graphical analysis.

Testimonial

“Prosys were extremely experienced - particularly the Programmers and our account manager. They understood my challenges, listened to my issues and produced a product that adapted to my business perfectly now and for the future.”

Steve Rigg, Managing Director

