

PRIMA HAS DELIVERED A FULLY INTEGRATED SOLUTION FOR ALL BUSINESS CHANNELS, PROVIDING ONE VERSION OF THE TRUTH, ELIMINATING DUPLICATION OF WORK & COSTLY ERRORS.

Founded in 1879 in Northampton, at the heart of England's most famous shoemaking town, Crockett & Jones, makers of fine English leather shoes and accessories is now in its 5th generation as a family run business.

The company has continued to produce British-made footwear and accessories in their original factory, with the same attention to detail as the company founders; ensuring that the standards of the past are still maintained today.

Their highly skilled workforce completes over 200 separate operations in order to produce a single pair of shoes which takes eight weeks to complete.

Over the years, the brands collections have been re-defined with a focus placed on producing only the highest quality men's Goodyear-welted items. And, because standards continually improved, so did the firm's reputation, with sales gradually moving away from Commonwealth markets and into Europe, USA, and Japan.

In 1990, Exports accounted for 70% of overall production and the brand was fittingly awarded the coveted Queen's Award for Export Achievement.

Their already formidable reputation was further bolstered when they received a Royal Warrant from HRH The Prince of Wales in April 2017.

In recent times, as the retail division has grown, so has awareness of the brand, thanks to the fact that its ultra-high quality and luxurious shoes have become the footwear of choice for some of the world's most famed and photographed men, notably Daniel Craig's James Bond in Skyfall, Spectre and No Time to Die.

Crockett & Jones currently have 14 flagship stores and a worldwide reach to nearly 30 countries.

Intrinsically British, but also international, Crockett & Jones is built on strong foundations and continues to remain true to the ethos that the original men founded the organisation upon.



PARTNERING WITH PRIMA

With continued growth anticipated and the challenges of the 21st century marketplace ahead, the heritage company recognised the need to evolve their processes and invest in new systems that would future-proof the business.

With products ranging from in stock/classic styles and seasonal ranges to bespoke, made to order footwear created to a customer's exacting individual requirements, the company needed a system that could manage every eventuality. The business faced a number of challenges with their current systems and processes, including:

- Existing legacy and multiple paper-based systems
- Disparate processes and systems
- Data duplication and manual input errors
- Managing a varied product portfolio
- Managing & maintaining complex Bill of Materials (BOM's) and costings
- Progress tracking visibility
- Lack of information to support key business decision making
- Increasing need to understand customer behaviour



THE PRIMA SOLUTION

PrimaNet has streamlined processes at Crockett & Jones, whilst also providing much greater control and accuracy. PrimaNet is delivering:

- A fully integrated solution for all business channels to provide one version of the truth and eliminates duplication of work and costly errors
- Improved processes which are far more efficient; moving from days and hours to complete to just minutes!
- Centralised data management for product specifications and costings
- Greater understanding of the business in all departments
- Tighter control of component stock with purchasing and stock control functionality
- Ability to plan ahead to ensure specialist leather suppliers are able to meet demand without overstocking to release business capital and running out of stock when there is a 6 month+ lead-time
- Wireless scanning of WIP and Rework enables real-time tracking of orders, allowing the business to prioritise work
- Systemised control of repairs
- Comprehensive management of replenishment for UK and US retail stores
- Integration to external systems for key regulatory reporting compliance. E.g. Intrastat, VAT
- A Comprehensive reporting tool providing the data needed to make strategic business decisions
- Scalable business processes, providing a platform for improved business management and support for sustained business growth
- Latest-generation technology used throughout the entire factory production process

THE IMPACT

Prima has delivered an integrated, scalable ERP solution to the business with a host of improvements including:

- Integrated Product Development simplifies product management whilst retaining control of complex and flexible manufacturing methods
- Mass costing updates for components and labour cost changes provides improved efficiency and the centralised system can be accessed by the whole business providing one single version of the truth
- The business now has a streamlined production process thanks to PrimaNet Manufacturing with a 'just in time' ordering of components system and functionality to enable expedited despatching of products for customer demand fulfilment
- Enhanced, clearly defined factory processes provide a better understanding of which shoes are in production and where they are, with automated component stock updates, based on WIP progression through the factory
- Repairs can now be tracked end to end; from generation at store, to receipt into the warehouse, processing the repair through the factory and despatching back to the store
- Accurate WIP valuations can be produced, taking into account when components and labour are used throughout the factory
- An automated purchase invoice reconciliation process improves efficiency, while the unified system seamlessly transports data into the integrated accounts module improving the end customer experience
- Ideal stock level based replenishment provides a clear understanding of business demand for both UK and US based stores
- Wireless stock taking technology has been delivered to support swifter stock takes within stores

OUR COMMITMENT TO YOU

Our products are the result of decades of expertise. But what really matters to us is building long-term relationships, so we understand your needs and can help you achieve your goals.

GET IN TOUCH!

Call us: +44 (0) 1509 232 200
Email us: info@primasolutions.co.uk
Website: www.primasolutions.co.uk
Address: Prima Solutions Ltd
Dock 2/205, Pioneer Park
75 Exploration Drive,
Leicester. LE4 5NU

“

“ We have been committed to maintaining the highest standards of traditional craftsmanship, quality and service for over 130 years so it was important for us to work with a partner who understood our heritage and values but had the experience and expertise to take our business forward; Prima Solutions met all of our criteria and more.”

Managing Director

To find out more about the Crockett & Jones, visit:
<https://www.crockettandjones.com/>
Get in touch to discover how we can help your business succeed.

