



CONTRACT
CANDLES & DIFFUSERS

Case Study

Contract Candles & Diffusers needed to step up their system to allow for a more in-depth manufacturing and warehousing capability.

In this case study, we look at the problems that required resolution, how we worked to provide expertise and a high-quality solution and how Contract Candles are not only running better as a business but better servicing their customers.

Partner: Dynamics Consultants

www.d-c.co.uk

Customer: Contract Candles & Diffusers

www.contractcandlesanddiffusers.com



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INTRODUCTION

Contract Candles & Diffusers Ltd (part of THF Holdings Ltd) are an award-winning, British, family-owned business specialising in the manufacture of scented candles and diffusers. As a company making high quality products with rigorous attention to detail, they manufacture for many well-known names in the luxury and home fragrance sector.

As is often the case for successful and expanding businesses, Contract Candles had outgrown their existing systems, which were unconnected and often heavily reliant on manual input and spreadsheets.

In this case study we will look at how a partnership between Contract Candles and Dynamics Consultants meant that we could implement a system that was fully integrated, modern and reliable. Through better reporting and a better understanding of their business, they've been able to improve on their already outstanding customer service and they have accurate information readily available to share with banks & suppliers.



A MODERN INTEGRATED SYSTEM

The key factor of a modern ERP software is that it integrates all of your business functions and processes, such as accounting, inventory, production, sales and purchasing, etc. With an integrated system, an ERP solution can help a business owner streamline operations, improve efficiency, reduce costs, and increase profitability.

"We simply outgrew our old system in terms of data capacity limits as well as system functionality. We needed a bigger and smarter system!"

ABOUT CONTRACT CANDLES & DIFFUSERS

Contract Candles & Diffusers Ltd (CC&D) are an award-winning, British, family-owned business who are passionate about quality and providing an outstanding premium bespoke service to our clients.

Manufacturing scented candles since 1997 and diffusers since 2010, they specialise in producing a wide array of home fragrance products which are poured and packed in their beautiful factories in Surrey & West Sussex.

▶ THE PRODUCTS

Renowned for their prowess in the British-made luxury home fragrance market, the company has now transitioned to producing a diverse range of client-tailored products, encompassing botanicals and more, driven by the expanding demand in the market.

▶ BESPOKE SERVICE

Contract Candles & Diffusers Ltd operates in close collaboration with its clients, comprehending their needs and preferences thoroughly in order to formulate a product or series tailored precisely to their specifications. Each client is appointed a dedicated Business Relationship Manager who guides them through every phase, ensuring the provision of a high-calibre product.

▶ SUSTAINABILITY

CC&D have built a sustainability strategy into the core of the business. They have been highly focussed on being recognised as a leading sustainability business, having been awarded a gold award this year by Ecovadis.

BRITISH MANUFACTURING EXCELLENCE



Nestled within the picturesque expanse of the South Downs National Park in the southeastern region of England, the company's factories span two distinct sites: one in Fernhurst, Surrey, and the other in Chichester, West Sussex.



THE TEAM

BUILT ON TRADITIONAL HARD-WORKING FAMILY VALUES



Contract Candles & Diffusers are committed to their customers, employees and future generations. They are passionate about service and quality. Their mission is to continue to use their brand knowledge and experience to produce the finest products for leading luxury brands.



JONATHAN THOMPSON

SOFTWARE MANAGER AT CONTRACT Candles & DIFFUSERS

With any project of this nature, there needs to be a core team and ownership. In this case, the team was led by Jonathan, who is the software manager for the company.

With experience around the business, including in operations, Jonathan's expertise and focus was a key factor in the success of this project, as well as in our ongoing relationship and working with the business.

"I'm responsible for managing and developing the Business Central environment and team as well as identifying and implementing improvements to workflows and supervising system support."

PICKING A PARTNER

MICROSOFT PROVIDES BUSINESS SOFTWARE THROUGH THEIR PARTNER NETWORK, ALLOWING EXPERTS IN THE PRODUCTS AND INDUSTRY TO IMPLEMENT, MODIFY AND MAINTAIN THE SOLUTIONS. BUT IT IS IMPORTANT TO PICK THE RIGHT PARTNER

Microsoft sell almost all their business software through partners, who are able to focus on industry knowledge, implementing and supporting those solutions. This means that it is important to pick the right partner for your needs, whether that is based on application, size, complexity, or industry specialisation. In fact, the right partner at one time may even be the wrong partner in the future, as your business requirements change or as your company grows.

EXISTING PARTNER

Contract Candles came to Dynamics Consultants having implemented Business Central with another partner.

Whilst their existing partner had provided an excellent service, the team realised that the complexity of their manufacturing and warehousing requirements required a partner with a more in-depth knowledge of implementing bespoke systems in this area; something that Dynamics Consultants is well known for.

BESPOKE SYSTEMS

Whilst the majority of the market is accepting the off-the-shelf ERP packages as the only solution to the issues associated with custom ERP, Dynamics Consultants has taken another path; solving the traditional issues of bespoke systems.

With a wealth of experience to understand what it takes to deliver an ERP project successfully, and an open and honest approach to projects, you will feel confident about the long-term success of our partnership.

MANUFACTURING & WAREHOUSING

Manufacturing and warehousing are very much in-depth and complex areas of business. With a number of manufacturing and warehousing experts in our consulting and development teams, we are well versed with even the most complex of requirements.

Understanding the business requirements, translating them to processes that can be managed by the system and understanding the effect on the system is our speciality.



365 Business Central

Inventory Pick

Invt. Pick · PK-000064

Process Posting | More options

General

No. PK-000064 Customer Name

Location Code CH-MW Posting Date '09/2023

Source Document Sales Order Shipment Date '09/2023

Source No. SO-C00014 External Document No. 43 336

Customer No. C00 External Document No.2 RETURN STOCK - DS

Shipping

Address

Ship-to Name V Ltd. Ship-to Contact

Ship-to Name 2 1 Shipment Method Code EXW

Ship-to Address Road Shipping Agent Code

Ship-to Address 2 Peterhead Shipping Agent Service C...

Ship-to City

Ship-to County Shire

Ship-to Post Code DD

Ship-to Country/Region GB

Lines | Manage Functions Line Fewer options

Item No.	Description	Bin Code	Quantity	Lot No.	Expiration Date
JM		AB-16-14-D	4,133	0005979013	
JM		AB-15-04-B	10,442	0005979013	



About Dynamics Consultants

Dynamics Consultants are a Microsoft Certified partner specializing in providing ERP solutions based on Microsoft Dynamics® 365 Business Central.

In a market that is trying to standardise “vertical” solutions, businesses with complex processes and unique ways of operating are still looking for solutions that are tailored for them, but want to reap the benefits of modern cloud technology.

Contract Candles Project Team



ANDREW TRAYFOOT

Andrew has extensive experience of implementing Business Central, NAV and Navision in a wide variety of businesses, especially with a focus on manufacturing and warehousing.



MEGAN MILLER

Megan is responsible for delivering projects on time and to a quality standard. She is also in charge of resource scheduling and has worked with a wide range of projects varying from small to large.



CATARINA FORTE

Catarina has a wide range of experience in consultancy for business software solutions, with experience in providing solutions of Microsoft Dynamics NAV to Dynamics 365 Business Central.



JEREMY ORGAN

Jeremy is a founding director of Dynamics Consultants and has worked on NAV and Business Central projects since 2000. One of the leading developers in the country, he even trains other partners.

With over 400 years of combined experience, Dynamics Consultants have focused on providing the bespoke solutions whilst solving many of the traditional problems with customised ERP projects.

With robust processes, repeatable functionality and modern development based on extensions, we are able to provide businesses with a solution that not only grows with them, but also helps them be unique and stand out as a market leader.

THE PROJECT

When Contract Candles & Diffusers came to Dynamics Consultants, they had gone live with a Business Central system that was not fit for their growth plans. The two main issues were that they had tried to do a like-for-like replacement of their existing outdated systems, and that there were big holes in functionality around their operations. We sent experts in manufacturing and warehousing to look at the gaps, providing proposals on setup and development.

Contract Candles & Diffusers Ltd | Finance | Cash Management | Sales | Purchasing | Use Dynamics | Shopify

Customers | Vendors | Items | Bank Accounts | Chart of Accounts

Headline

Activities

Sales This Month: £ [blurred] > See more

Overdue Sales Invoice Amount: £ [blurred] > See more

Overdue Purch. Invoice Amount: £ [blurred] > See more

Sales Invoices Predicted Overdue: 0 > See more

Ongoing Sales: Sales Quotes, Sales Orders, Sales Invoices

Ongoing Purchases: Purchase Orders, Ongoing Purch. Invoices, Purch. In Next Week

Payments: Ongoing Purchases, Processed Payments, Average Collec. Days, Outstanding V. Invoices

Scan documents | Incoming Documents: My Incoming Documents, Create Incom...

"Their expertise was essential in guiding us through a well-structured plan, ensuring that we laid the right foundations and got the fundamentals right."

Case Study

STOCK AND FORECASTING

Having moved from their existing systems, which relied heavily on spreadsheets, several issues with the setup were found. For example, where a like-for-like solution had been implemented, a single bin setup for two different factories had been implemented. Without the right systems in place, stock management and control of inventory were impossible, making it difficult to make decisions and harder to satisfy customer requests.

"This then paved the way for our growth and enabled us to take our operations to a more advanced level."

INTERNAL TEAM

The complexity of implementing an ERP system is not to be understated. Companies that move from one ERP solution to another find it difficult enough. However, companies that have grown and are implementing a solution for the first time are often dealing with the complexities with no experience.

CC&D had appointed an internal team of experts for the system, which helped the smooth running of the project, and they are now seeing an ongoing success. It also means that they were able to review the issues and make strategic decisions based on the business requirements.

PROJECT SOLUTIONS

THE PROJECT INCLUDED A RANGE OF IMPROVEMENTS, INCLUDING BETTER MRP CAPABILITIES, INVENTORY MANAGEMENT AND BARCODE SCANNING FOR THE WAREHOUSE.

MRP EXPRESS

MRP Express is a solution by Dynamics Consultants for use in Business Central to calculate material requirements that will tell you what to Purchase, Manufacture, Assemble, or Transfer with just the information that you require.

As a streamlined setup of the capability in Business Central, it does provide the functionality that most organisations need in the real world. Due to the fact that it comes “out of the box”, it also helps to provide MRP capability that is usable very quickly whilst being relatively low cost. This was a key part of the starting point in the improvements for CC&D.

Bin Code	Item No.	Unit of Measure	Block Movement	Quantity	Quantity (Base)	Pick Quantf (Base)
AA-00-00-GI	CNY	KG		30	30	3
AA-00-00-GI	CNY	KG		30	30	3
AA-00-00-GI	GAL	KG		45	45	4
AA-00-00-GI	GEY	KG		1	1	
AA-00-00-GI	GEY	MTR		10,000	10,000	
AA-00-00-GI	GEY	MTR		4,930	4,930	4,93
AA-00-00-GI	GEY	PCS		5,040	5,040	
AA-00-00-GI	GEY	PCS		1,990	1,990	1,95
AA-00-00-GI	JLV	KG		12	12	1
AA-00-00-GI	OLE	KG		21	21	2
AA-00-00-GI	OLE	KG		21	21	2
AA-00-00-GI	OLE	KG		21	21	2
AA-00-00-GI	OLE	KG		58	58	5
AA-00-00-GI	PER	PCS		7,560	7,560	7,56
AA-00-00-GI	PER	PCS		986	986	98
AA-00-00-GI	PER	KG		25	25	2
AA-00-00-GI	TW	KG		1,500	1,500	1,50
AA-00-00-GI	TW	KG		25	25	2
AA-00-00-GI	TW	KG		307	307	30
AA-00-00-GI	TW	KG		45	45	4
AA-00-00-GI	TW	KG		42	42	4
AA-00-00-GI	TW	KG		13	13	1
AA-00-00-GI	TW	KG		100	100	10

CONTROLLING STOCK

As is common for British manufacturing companies, component products are sourced from around the world. With multiple factory locations, and long lead times, it is important to be able to manage the workloads and stock levels of your components. This is for inventory valuations, liabilities (especially for sea freight) and generally being able to plan production and communicate to customers regarding expectations.

For CC&D, the in-transit location for goods coming in from over-seas helped with understanding liability and to evaluate inventory whilst it is on the sea.

A mix of the MRP functionality and stock control allows CC&D to make better purchasing decisions, whilst understanding costs and lead times better.

The addition of barcode scanning into the warehouses adds a further level of control, from stock location to inventory levels.

Ultimately, the better control over inventory allows for an overall reduction in stock levels, helping with cash flow. The structured setup also allows for the business to grow by adding further factories and warehouses as the business grows.

CUSTOMER BENEFITS

Backend Systems at the Forefront

WHEN LOOKING AT ERP SYSTEMS, BECAUSE IT IS GENERALLY LEAD BY OPERATIONAL NECESSITY, THE PURCHASE OF THE SYSTEM IS OFTEN LOOKED AT AS AN OVERHEAD.

HOWEVER, THERE ARE A RANGE OF BENEFITS TO THE CUSTOMERS THAT SHOULD BE TAKEN INTO CONSIDERATION, BENEFITS THAT WILL GROW THE BUSINESS.

ORDER PROCESSING

Faster and more accurate order processing ensures that customer orders are fulfilled quicker and we have fewer errors. The improved control over every part of the process means that selling and fulfilling orders becomes a slick and informed process.

TRANSPARENCY

As a company that works in close relationship with its B2B customers, the ability to share data and information with their customers has allowed CC&D to build trust and confidence in the work they do with them.

OPERATIONAL EXCELLENCE

INFORMED DECISIONS



Better data and better reporting means that CC&D are making more decisions, better informed decisions and are being proactive.

JOB ROLES



Rather than getting bogged down in admin, the CC&D teams can now focus on using their skills and get hands on with their job roles.

Not Just Customers



As well as providing excellent customer service, the improved reporting and control over the business has helped with building trust and the professional profile of the business. This helps with communication with banks and investors as the company grows.

"The bank stated that the Inventory information we provided was the best set of data they have received from any company!"

ONGOING RELATIONSHIP

A key aspect to partnering with Dynamics Consultants is our investment in a long-term relationship. This means that we not only provide the initial services, but look at how your business is affected in the future.



Ongoing Support



Business Central support from Dynamics Consultants offers a higher level of service than you might expect. This is because we don't separate pre-sales and post-sales; our sales, marketing and support are part of one team – Customer Success. Our support team are on hand to help CC&D, as well as the rest of our customers, with support issues through our team and through our support portal.



Further Projects



Contract Candles & Diffusers is looking at further areas of the system that can help them to manage their business. This includes utilising Power Automate and Power Apps to help automate and integrate processes.

Dynamics Consultants are working closely with CC&D to make sure the right solutions are implemented to suit their business requirements.



Other Businesses



CC&D are part of THF Holdings. Dynamics Consultants are working closely with the team at THF Holdings to help other businesses in the group, including a fresh implementation of Business Central for their company "Colorlites", a business specialising in manufacturing glass packaging. Due to our experience and relationship, we look forward to working with these businesses in the future.

"Working with Dynamics Consultants has been a game-changer and we're delighted with the results, making this partnership a true success."

MOVING FORWARD

"We're bringing in departments that aren't currently on the system, expanding our horizons even further.

We plan to introduce Power Automate and Power Apps and integrate them within our processes."

We hope that you have found this case study interesting and helpful. Please feel free to contact either company for more information on their services.



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