



CASE STUDY - GERTRUDE HAWK CHOCOLATES

Gertrude Hawk Chocolates

Gertrude Hawk Chocolates, a well-known chocolate manufacturer, first began working with Proviss Innovations in 1994. Proviss provided Gertrude Hawk with invaluable guidance on system selection and subsequently, installed elements of the *ProVisS Suite*. Today the partnership continues as Gertrude Hawk regularly enhances elements of their system.

Background Proviss Innovations was retained by Gertrude Hawk Chocolates to provide guidance and develop a warehouse management system which would improve order entry, provide an improved picking interface, and offer more accurate and timely feedback from the pick lines. Order entry was the primary concern. Information was not able to be entered in a timely manner and was slowing keyers substantially. The existing system did not allow for accurate order and inventory posting because information was outdated before it reached its intended destination, increasing the investigation time necessary to verify information. In short, these deficiencies were costing Gertrude Hawk unnecessary time and money.

Solution Gertrude Hawk was well aware of their needs and worked closely with Proviss to collectively form a strategy to develop the right logistical design and application, and to help improve results and operating methods. The largest and most important priority was to customize the *ProVisS Suite* to improve Gertrude Hawk's order entry needs. Additional performance modules included in the system were *order release and fulfillment, location management, invoicing, cubing, customer service system, shipping, data analysis, and transactional inventory of product usage.*

Results Shortly after implementing the *ProVisS* system, Gertrude Hawk experienced a dramatic increase in the number of keyers that were able to access the system at one given time. There was also a huge cost reduction and time savings in order processing. Dynamic data analysis is now available to key members of management, and Gertrude Hawk is processing orders with superior speed and accuracy.



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