

Tempcon Instrumentation reduces stock-outs with NETSTOCK

COMPANY

Tempcon Instrumentation

INDUSTRY

Distribution - Monitoring equipment

LOCATION

UK

ERP

Sage 50



Tempcon Instrumentation Ltd is an independent instrumentation supplier, distributor, and manufacturer of equipment to measure, control, and log almost every parameter that can be measured.

CHALLENGE

Frequent stock-outs and lost sales.



SOLUTION

NETSTOCK integrated with Sage 50.



RESULT

Full visibility of inventory, reduction in stock-outs, and an increase in sales and customer service levels.



Tempcon expanded its business operation to include a number of online stores specializing in weather stations and thermometers to complement their business-to-business operation and support retail sales during times of historically lower B2B demand.

"We soon found that a consumer eCommerce business was very different to our B2B operation. It's exceptionally fast-moving, and the stock would no sooner arrive and would be straight out the door. We had to focus on integrating our systems and streamlining our processes to be a lot more efficient," said Steve Copeland, Director at Tempcon Instrumentation. "We now have seven online stores, and they contribute significantly to our overall business."



Tempcon struggled to produce accurate stock forecasts and found themselves continually stocking out, causing customer dissatisfaction and lost sales. “It was difficult to get data to support our purchasing decisions. We used data from disparate systems, and gut feel to estimate our demand,” explained Steve.



“

I can't imagine what it would have been like if we didn't have NETSTOCK in place.

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**Steve Copeland,
Director**

Tempcon Instrumentation started its journey with NETSTOCK a few months before the first COVID-19 lockdown took place in the UK in March 2020. Over that period, their eCommerce business increased significantly. Demand increased across some product lines more than anticipated, and at the same time, they struggled to get products from suppliers because of additional customs paperwork which created huge bottlenecks. “I can't imagine what it would have been like if we didn't have NETSTOCK in place.”

The cherry on top for Steve was NETSTOCK's implementation and professional onboarding process.

“We thought we would get the login with a quick training session and then be left to find our way. On the contrary, it was an extensive onboarding process with the online training focusing on product features, functionality and inventory management theory and best practices.”

“We have also found the ongoing support to be exceptional, and our customer journey with NETSTOCK since the start has been superb,” concluded Steve.

Challenges Tempcon experienced:

- Unable to produce accurate stock forecasts
- Customer dissatisfaction and lost sales due to stock-outs.

After implementing NETSTOCK, Tempcon Instrumentation saw four areas that gave them immediate improvement and value:

1

Providing customers with ETA dates.

"In Sage 50, there's no connection between the purchase order's estimated arrival date and the customer's sales order. We might place two or three purchase orders on suppliers and have 10 or 15 customers waiting for the products, and we couldn't give them an estimated delivery date. The bespoke report created by NETSTOCK looked at all of our outstanding purchase orders and outstanding customer orders, and then, on a first-in, first-out basis, allocated those items and helped our customer services team to provide ETAs."

2

Previously, managing over 4,000 SKUs was a manual and time-consuming task.

"Using the NETSTOCK classification matrix, we quickly discovered that there were less than a hundred high-value, high-volume items that we should focus on."

3

Being able to identify low-value, yet fast-moving items that they were not ordering enough of.

"Our stock turns were incredibly high, and considering the time and effort spent when a shipment arrives, it made more sense, for the sake of a few thousand pounds, to order more quantity and avoid the stress of managing back orders."

4

Improved customer service levels.

"By having critical data available at our fingertips, we were able to avoid stock-outs, which improved our sales as well as our customer service."

