Priority

ERP Case Study

COMPANY:
Merley Paper

COUNTRY:
UK

INDUSTRY:
Manufacturing
Paper production

PARTNER:
Medatech UK

The Challenge

Help Merley Paper replace their standalone legacy business management software to increase business efficiency and reduce operational costs.

The Result

Merley now integrates their entire workflow, from the head office to the shop floor – and every department in between, powered by Priority ERP.

About Merley Paper

Founded in 1983, Merley Paper Converters is the UK's largest independent manufacturer of receipt paper rolls for marketing and security receipts. With a state-of-the-art design and manufacturing facility in Corby, Merley serve hundreds of the UK's independent and multiple retailers, that combined, amount to more than 3 billion customer transactions per year, all using Merley's patented Promeroll receipts.

From the get-go, Merley were in a league of their own, deemed as the true 'pioneer' in electronic Point of Sale (ePOS) solutions, a critical application for today's retail businesses. ePOS manages checkout operations and is, in fact, what the customer sees when they make a transaction. Merley's receipt paper rolls are also used as a promotional marketing tool, customized and branded for many leading UK retail outlets.

🏔️ The Challenge

In 2001, as business peaked, Merley were keen on ramping up production and improving their manufacturing processes. But to forge ahead in a highly competitive market, they knew they had to upgrade their current standalone systems, and transfer vast amounts of data from their old systems to a new one, without losing data or bringing manufacturing to a halt, risking costly production hours, and causing late deliveries.

After a lengthy market evaluation, Merley chose to partner with Medatech UK, Priority's authorized business partner, to replace their legacy software, and implement Priority ERP. "For Merley, Priority was quickly deemed a perfect fit, because of its strong focus on an organization's internal processes," said Allan Dyson, Owner, Merley Paper Converters. "We were impressed with Priority's manufacturing module that included native support for complete inventory management, dynamic replenishment, warehouse management, production planning and costing and financial accounting." Dyson added, "For us, this meant true added-value – delivering products with shorter turnaround times, and the ability to access real-time data on product specs, customer orders, inventory, scheduling, costs and distribution. It was a real game changer."

💡 The Solution

Working closely with the Medatech UK project team, Merley appointed an internal project manager, the key to every successful implementation project. "Training our staff to use Priority was a smooth and seamless process," said Dyson. "What captured our attention was that Priority was so easy to use. We knew we had to integrate all of our outdated stand-alone systems over to one system, but once on board, Priority allowed us to do exactly that – easy and straightforward. If fact, most employees had never worked with an ERP system before, but Priority's intuitive interface and customizable screens made learning and using the system, a breeze. "Today, we can all manage and control our daily tasks, share information with other departments, and we're no longer dependent on our IT team for support."

📋 The Result

Tailored to meet Merley's immediate needs, such as streamlining production planning and scheduling, Priority quickly proved to be a robust and reliable ERP manufacturing tool. "We've hardly touched on where we want to go, but we've already shown tremendous cost-savings across the board. Since implementing Priority, we cut our admin spend by nearly 20%, brought about by a 20% reduction in manpower and that's impressive in our industry! Processes that once required manual input are now 100% automated and we feel the difference when our products roll off the assembly line in record time," said Dyson.

Looking towards the future, on their list of must-haves, it was essential to Dyson that their ERP system be able to grow as their business grows. What reigned important was Priority's system openness – its flexibility, agility and scalability, so that Merley could easily upgrade and expand the system down the road, and customize it to meet their future needs.

> **"With Priority, we fully automated our processes and feel the difference when our products roll off the assembly line."**
>
> Allan Dyson, Owner, Merley Paper Converters.

See how Priority works for you **Book a demo today ▶**