

DATAFILE Case Study

HALLFAST INDUSTRIAL SUPPLIES LIMITED

Industrial Supplies Serving the UK and 82 Worldwide Markets



Company Profile:

Region: UK with Distribution Worldwide

Employees: 10

User Since: 2018

Hallfast Industrial Supplies is a small but dynamic industrial supplies company based in the United Kingdom. They specialise in providing a wide range of products and equipment to both business-to-business (B2B) and business-to-consumer (B2C) customers. With a commitment to quality and efficiency, Hallfast has become one of the region's fastest growing companies and one of the most successful in its sector, on a foundation of hard work, team effort and dedication.

| The Challenges | The Solutions |
|--|--|
| Website Integration: The manual transfer of orders from Hallfast's website to their internal systems was time-consuming and prone to errors. | Datafile Software seamlessly integrated Hallfast's B2B and B2C website with their Datafile system. This integration allowed orders placed on the website to be automatically transferred into Datafile, reducing manual data entry and potential errors. |
| Back-to-Back Orders: Managing back-to-back orders, especially for drop ship orders, was previously done using traditional paper-based and spreadsheet methods, leading to inefficiencies and delays. | Datafile Software automated the generation of back-to-back orders, especially for drop ship orders using rules set in the software. This eliminated the need for paper-based and spreadsheet processes, resulting in faster order processing and reduced errors. |
| Financial and Sales Analysis: Hallfast lacked an efficient way to track and analyse their financials and sales data, which hindered their decision-making process. | Datafile Software created a customised management reporting dashboard for Hallfast. This dashboard provided real-time insights into their financials and sales data, empowering them to make informed decisions and optimise their operations. |

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Customer Order Tracking:

Hallfast needed a more advanced system to track customer orders and anticipate delivery dates to improve customer satisfaction.

Datafile Software implemented a customer order tracking system with "Horizon" events dashboards. These dashboards alerted users to key milestones in the order fulfilment process, such as order due dates, ensuring proactive customer communication and enhancing customer satisfaction.

Results and Benefits Summary:

The implementation of Datafile Software's solutions brought about significant improvements for Hallfast Industrial Supplies:

- **Efficiency:** The automation of order processing and back-to-back orders significantly improved operational efficiency, reducing manual workload and errors.
- **Data-Driven Decision-Making:** The management reporting dashboard provided Hallfast with valuable insights into their financials and sales, enabling data-driven decision-making and strategic planning.
- **Enhanced Customer Service:** The customer order tracking system improved communication with customers by providing timely updates on order status and delivery dates, leading to higher customer satisfaction.
- **Cost Savings:** By streamlining their processes and reducing manual work, Hallfast realised cost savings and increased profitability.

Datafile Software's tailored solutions played a pivotal role in transforming Hallfast Industrial Supplies' operations. By seamlessly integrating their website, automating order processing, and providing powerful reporting tools, Datafile Software helped Hallfast become more competitive, efficient, and customer-centric in the highly competitive industrial supplies market.