

# DATAFILE Case Study



## TODD DOORS LIMITED

The UK's Leading Supplier of Timber Doors

### Company Profile:

Region: UK – 6 Locations

Employees: 50

User Since: 1999

Todd Doors is a UK-based company that specialises in high-quality internal and external doors. Established in 1952, they offer a wide range of contemporary and traditional door designs, including bespoke options tailored to customer specifications. Their products include internal doors, external doors, door frames, and hardware, with services extending to professional installation. Todd Doors operates both online and through physical showrooms, providing customers with comprehensive solutions for their door needs.

The Challenges	The Solutions
<b>Procurement:</b> Todd Doors needed expenditure control and a formal expense approval system. Managers at Todd Doors are often field based, so mobile access to approve or reject purchase orders was necessary.	Datafile integrated the Microsoft PowerApp for purchase order authorisation. This has empowered the team with mobility and flexibility in managing approvals. When order requests are rejected, a reason is passed back to the Datafile system for follow-up.
<b>Returns Control:</b> Customer and supplier returns were managed using a paper-based system that didn't provide any management information to track or analyse where losses were incurred.	Datafile created a separate application to create customer credit note approvals and supplier return orders with tracking on both. This provided visibility of costs and reported the comparison between customer credit notes raised versus supplier credits received.
<b>Tracking Intra-Shop Stock Movements:</b> Todd Doors lacked a system to track the movement of stock between their seven different shops and head office.	The Datafile branch transfer application was implemented, allowing all shop locations to raise internal orders requesting stock replenishment. Goods were then issued from a source location and booked in at their destination.

# DATAFILE Case Study



## TODD DOORS LIMITED

The UK's Leading Supplier of Timber Doors

<p><b>Business Reporting:</b> Todd Doors' management reporting required running multiple reports from different areas of the system. This process was time-consuming and sometimes led to reconciliation issues.</p>	<p>Datafile Software created a customised Excel-based model to consolidate all of Todd Doors' key reports into a single workbook, providing real-time information from the Datafile system.</p>
<p><b>Transport Planning / Integration with Maxoptra:</b> With Todd Doors running their own fleet of delivery vehicles, a system was needed to plan and optimise delivery drops according to post code and vehicle size. Additionally, the Datafile system needed to prompt the sales team for the "next available delivery day" so they could advise customers on when goods would arrive.</p>	<p>A matrix of vehicles and post codes was set up in the Datafile system along with rules on maximum capacities. When a sales order was placed, the system would advise the operator on the next available delivery day. This date was then locked in, and the scheduled deliveries were entered into Maxtopra, a third-party specialised route planning and optimisation platform.</p>
<p><b>Worldpay Integration:</b> When sales orders were taken in the shops, payment information needed to be re-keyed into both the card devices and the Datafile system.</p>	<p>Datafile Software created a button within the Datafile sales order entry process to launch the Worldpay Payment Gateway. After entering a sales order in the branch, the button sent the payment amount to Worldpay for validation and returned a token for Datafile to record for reconciliation purposes. This eliminated the need to manually enter payment information into both systems.</p>
<p><b>E-Commerce Website Integration:</b> Todd Doors was manually transferring sales orders from their website to their internal systems, which was time-consuming and prone to errors.</p>	<p>Datafile Software seamlessly integrated the existing 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.</p>

# DATAFILE Case Study

TODD  
DOORS

## TODD DOORS LIMITED

The UK's Leading Supplier of Timber Doors

### Results and Benefits Summary:

The implementation of Datafile Software brought significant improvements for Todd Doors:

- **Operational Efficiency:** Automated workflows replaced manual processes, reducing errors and increasing efficiency.
- **Enhanced Visibility:** Real-time insights from delivery scheduling of sales orders and shop stock control systems enabled better decision-making.
- **Cost Savings:** Automation and streamlined processes to track returns led to cost savings, including the reduction of additional headcount.
- **Improved Customer Service:** Better access to customer data and real-time delivery information improved customer service and responsiveness.
- **Inventory Optimisation:** Efficient branch stock transfer management ensured that inventory was readily sent to branches.

Todd Doors' ongoing partnership with Datafile Software has enhanced their operations and facilitated agile decision-making. Using Datafile Software allows Todd Doors to focus on their fast-growing business and commitment to providing quality products and efficient service to their customers.