



Caudwell Group
Cheshire, United Kingdom
www.caudwell.com

Industry:

Communications

Annual Revenue:

More than 1 billion

Employees:

8,000

Oracle Products & Services:

JD Edwards EnterpriseOne
Financial Management
Manufacturing and Supply Chain Management
Customer Relationship Management
Oracle Database

Implementor:

Oracle Consulting Services
PeopleSoft Global Services (PGS)
Whitehouse

“The knowledge of Oracle’s PeopleSoft consultants ensured that we gained maximum benefit from the base software, and that bespoke development was kept to a minimum.” – Gareth Dodd, IT Director, Caudwell Logistics Ltd.

Caudwell Group Creates a Centralized IT Organization to Consolidate Operations

Established in 1987, the Caudwell Group is the mobile communications organization behind the growth of a leading British mobile telecoms brand, Phones4U. The group consists of nine autonomous companies, including Caudwell Logistics, 20:20 and Dextra, each a specialist in one particular aspect of the mobile telecoms supply chain, such as supply and warehousing. The organization has distribution operations in the United Kingdom and Dubai.

Challenges

- Establish a single source of financial, CRM, and supply chain information across the organization to replace multiple IT departments, systems, and processes
- Create a centralized IT organization to operate as an independent profit center and compete with outside vendors to provide services to group companies
- Streamline processes without removing the autonomy of different businesses
- Improve visibility and eliminate duplicated effort

Solution

- Implemented applications from Oracle’s JD Edwards EnterpriseOne solution on a pragmatic, as-required basis, establishing a centralized enterprise resource planning (ERP) system that consolidated IT departments, teams, functions, and expertise
- Used JD Edwards EnterpriseOne Manufacturing and Supply Chain Management to achieve optimal space utilization, labor saving, and inventory management
- Allows “virtual” holding of stock across the group so each business no longer has to hold and manage stock individually
- Improved visibility across the group, providing fast, accurate management data through the integrated Oracle Database
- Shaved costs and reduced time to market of products and services using Oracle’s up-to-date, integrated technology—such as built-in XML capabilities—that permits integration with the systems of Caudwell’s major corporate customers
- Relies on PeopleSoft Global Services from Oracle to support more than 200 process improvement projects and advise on how to continue to maximize value from the investment