

# The extraordinary accomplishment for Isuzu

The Modular Distribution System

## About Pentana

The MDS is a key component of the Pentana Solutions product range.

Pentana Solutions prides itself on delivering innovative products and being recognised as the leader in the automotive software industry. What drives us? Our customers. Our passion for the industry and our expertise in the field drive us to always look for the next opportunity.

Through customer collaboration and 40 years of industry knowledge, we work around the clock to ensure our customers' businesses operate more profitably.

With a global footprint spanning more than 100 countries and 50,000 users – we're driven to deliver innovative solutions that transform the way you'll work tomorrow.

# Background

---

## Number One in Australia

Isuzu Australia Limited (IAL) has been the number one selling marque in the Australian light/heavy truck market for over 20 years. With around 30 per cent of the market, Isuzu currently sells around 5,000 trucks each year across a 60 strong dealer network.

Isuzu's success in Australia has resulted from two fundamentals: first, listening to its customers has meant they only specify the right trucks for Australia's specific applications and second, an on-going commitment to after-sales service and support that clearly sets Isuzu apart from its competitors.

"Trucks represent working capital to a business and downtime costs money", said Aninka Morhall, IAL Staff Operations Manager. "Running an efficient spare parts operation in tandem with a good warranty program is just as important as the initial purchase to our customers".

## Growth forced relocation

Until recently, Isuzu shared a spare parts warehousing operation with General Motors Holden, Australia's leading supplier of passenger motor vehicles. However, the phenomenal growth of Holden's passenger car sales was placing considerable pressure on the joint facility and after both companies sat down and worked through the options, it was decided that Isuzu's spare parts operation should be relocated. "We were totally reliant on Holden at the time, in terms of both the physical facility and the supporting I.T. infrastructure", Ms Morhall said. "Finding a new location to house the operation proved to be a relatively easy, if lengthy, task.

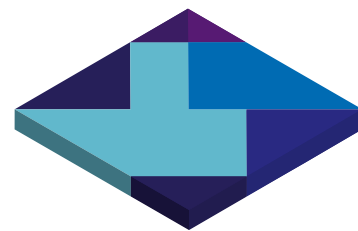
We soon realised that the mission critical issue was establishing a new I.T. system and bringing it on line in a very compressed timeline".

## Searched for a system provider

Isuzu researched potential systems providers, issued a project brief to selected suppliers, and received presentations from a shortlist group that included the Modular Distribution System (MDS), an Australian owned business with a 20-year history of providing systems for the automotive and durable goods industries.

"MDS won the contract based on its skills and experience, but by the time we got to the point of making the selection, the key requirement was to make it happen quickly", Ms Morhall said. "We knew MDS had the technical skills, but this project also placed a premium on project management and being able to meld a project team quickly".

"MDS met every situation, and to everyone's credit the 'go live' date was achieved", Ms Morhall said.



MDS

# The Right Solution

---

“Pentana Solutions’ MDS won the contract based on its skills and experience”.

## Unique software

The suite of products MDS provides focuses on managing information flows within and between the key supply chain blocks of inventory purchasing, shipping, customs and receiving, inventory and sales management, financials, warehousing and dispatch, and warranty and service. It also allows the business to track, analyse and manage the flow of information not only down the supply chain, but across the entire enterprise.

A unique feature of the Isuzu solution is the use of an outsourcing partner, TNT Automotive Logistics, to manage and operate the warehouse. Although outsourced parts distribution is common in the Australian car industry, it’s a first for the truck industry.

“We now have the logistics expertise of TNT and a technology partner in MDS, coupled together in this unique facility”, Ms Morhall said. “Their blend of skills allows Isuzu to provide the earliest possible response to the unique needs of our customers”.

Ms Morhall said that, looking back, separating from Holden gave Isuzu the chance to build a spare parts and warehousing system around its exact needs and the future needs of the business.

The Isuzu/TNT facility is located adjacent to Melbourne’s Western Ring Road, providing unparalleled access to national and international road, rail, air and sea transport infrastructure. It comprises around 5,000 square metres of storage floor space and has the flexibility to expand or reconfigure to accommodate new parts handling techniques.

## Latest technology capabilities

The MDS suite of products technology incorporates the latest online, real time ordering capabilities. For example, seconds after a dealer enters an order into the system, availability is confirmed and the delivery outlook determined. Any part in stock is then ready for picking at the warehouse.

Importantly, the system has been designed so that information is entered once only, and typically at source. Data changes appear instantly in every relevant area of the business – stock, inventory, financials, etc – so there is no uploading of data or re-keying of information.

Isuzu took a staged approach to implementation. “By necessity we chose to implement certain key modules from MDS suite of products first-- the spare parts and warehousing management modules -- but MDS represents an investment to do a range of things differently and we are now turning our attention toward some exciting new initiatives”.

“Without the weight of a three month timeline, this implementation would have been viewed as being highly successful”, Ms Morhall said. “Considering the pressure we were all under, it was an extraordinary accomplishment”.

# Complete Functionality

---

The Modular Distribution Solution offers 12 key components, that when in used in totality, gives Importers and Wholesalers efficiency gains and decreased costs in every area of their operation.

- Vehicle Production
- Vehicle Management
  - DocuSmart
  - PareX
- Data Warehouse
- The Configurator
- Warranty Claims
- Warehouse Management
- Electronic Parts Catalogue
  - PartsEye
  - CAMS
- 5 Star Hub

## Competitive Advantage.

MDS' comprehensive solution includes software, hardware, implementation, integration, training, maintenance and full customer support.

With over 40 years of investment in research and development, MDS products have both the maturity and flexibility needed to support today's automotive sales and aftersales industry.

MDS solutions help companies worldwide achieve a rapid return on their technology investments, streamline processes, optimise routines and give real-time control of the information that flows through their businesses.

As our customers can attest to, the MDS software quickly pays for itself by helping to reduce operating costs and capital outlay without cutting quality of service. It lets you allocate your precious resources where they are most needed: looking after your products, sales and customers.

Through it all, Pentana Solutions provides top-level support, from implementation through to training and support. MDS consultants are industry experts with years of Automotive experience. They work on-site with your company, sharing best-practice knowledge to provide a smooth transition to a fully optimised and integrated supply chain solution.

MDS' intelligent software is completely scalable and able to grow with your business well into the future.

Start your journey today.  
[www.pentanasolutions.com](http://www.pentanasolutions.com)  
[marketing@pentanasolutions.com](mailto:marketing@pentanasolutions.com)