



Swisse customer story

Swisse are using Microsoft Dynamics with the help of KPMG

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Swisse, a leading global wellness brand providing vitamins and supplements, super foods and skincare to the world, are using Microsoft Dynamics AX (ERP) with the help of KPMG. Prior to implementing Microsoft Dynamics, Swisse had multiple legacy systems running and were looking for a new solution that would provide greater efficiency, control and transparency.

Increasing operational efficiency

Swisse Wellness is a leading Australian health and wellness company, dedicated to building a healthier and happier world. Starting as a humble organics food company in Melbourne in the late 1960s, Swisse has grown to become a global provider of multivitamins, dietary supplements, sports nutrition, skincare and functional foods.

Swisse engaged KPMG to implement a Microsoft Dynamics solution to address bottlenecks arising from their legacy software.

With deep industry experience and expertise, KPMG has worked shoulder-to-shoulder with Swisse to understand their business, industry, and challenges, and implemented an ERP solution specific to their needs. The benefits of Microsoft Dynamics for Swisse have been immense, the team already recognising the efficiencies gained from native reporting, better cost analytics capabilities, and more.

The familiar Microsoft interface has minimised training effort required, and has allowed Swisse's staff to hit the ground running.

Swisse's journey

Oliver Horn, Managing Director, Swisse Wellness

"Swisse is really one of those incredible success stories. We are sold in about eight countries around the world and we have the ambition to launch in about 10 more over the next 3 years.

It's been a runaway success story here in Australia where we are the leading brand, but more importantly overseas as well."

Business challenges prior to implementing Microsoft Dynamics

Felicity Nutter, General Manager of Business Technology, Swisse Wellness

"We'd pretty much outgrown the legacy software. We were experiencing challenges with month-end which was taking most of the month, and we had reconciliation challenges between our inventory and finance systems. We had a whole world of manual controls which were time-consuming and inefficient to maintain."

Benefits of Microsoft Dynamics

Tom Coleman, Chief Financial Officer, Swisse Wellness

"We've certainly seen some better cost analytics capabilities, and areas such as 'native reporting' have certainly helped. Our monthly reporting has been an improvement as we were typically taking quite some time to generate both reporting and integrated planning into the system.



Source: Market Analysis June 2015

System security has also certainly improved, we have what we call integrated system security so we're managing a delegation of authority in a more automated way."

Felicity Nutter, General Manager of Business Technology, Swisse Wellness

"Immediately we had some efficiencies in the warehouse in put-away, and as the months go by we're seeing a reduction in month-end processing times, greater throughput in order volumes through the warehouse, and customer order fulfilment rates.

People recognise the Microsoft interface, so it's been very easy to use, very easy to train and people have adapted to it very quickly, and adopted it with enthusiasm.

Our goal was to be able to move stock out of the warehouse on day 1, and we proudly achieved that goal. In our first month we hit all our business KPIs in spite of the fact that we were rolling out the ERP software."

Why we chose KPMG

Tom Coleman, Chief Financial Officer, Swisse Wellness

"KPMG were a great partner for us. I think any consultancy partner in these sorts of situations, when they feel like they're a part of the organisation then you know they're doing a good job. So they're talking the talk and walking our walk.

But at the same time, they've brought the rigour and process and those sorts of structures that was really required to make sure this project was delivered on time and at the right cost, and equally without too much risk and business interruption. KPMG managed all those areas really well and I would absolutely use them again."

Working shoulder-to-shoulder – KPMG and Swisse

Simon Benson, Partner, National Head of Alliances Markets & Growth, KPMG

"We can talk about the success of the ERP implementation and I'm really proud of that. But it was always part of a longer journey with Microsoft that I'm delighted to be on. We are looking at all of Microsoft's solutions and capabilities as they're bringing them out, and looking at how we can take advantage of them with Swisse."

Oliver Horn, Managing Director, Swisse Wellness

"We're very excited about the future, we've come a long way and we're a global brand now. But I think over the next 10 years we will see the global success story continue for Swisse."



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