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OSSM Cloud Solutions the Dublin-based ERP software provider, has announced a €300,000 deal with Respa Beds. OSSM Cloud installed and customised an Oracle NetSuite ERP solution for Respa Beds that will streamline ordering, manufacturing and delivery processes and enable the company meet their growth plans for the future.

In business for over 70 years, the family-owned company in Oldcastle, Co. Meath, manufactures and supplies mattresses, divans, headboards and springs for over 300 high-end retail outlets and major hospitality clients across Ireland and the UK including Ashford Castle in Mayo, Radisson Group, and the Sanderson Hotel in London.

With a current annual turnover of over €20 million and a staff base of 170, Respa Beds has set its sights on growth and plans to increase mattress output by 40% over the next three to five years. However, prior to engaging with OSSM Cloud Solutions, the company lacked visibility and control over their business processes. Sales and manufacturing information was stored in disparate systems and meant that the team had limited overview of business performance or processes. With 3,000 different order options for mattresses alone, and over 100,000 headboard and divan variations, Respa Beds required a new approach.

OSSM Cloud Solutions installed a customised Oracle NetSuite ERP solution that integrates all ordering, sales, accounts and manufacturing processes. Used by all employees, it provides the granular detail needed to identify trends and patterns of demand, meet customer orders quicker and forecast its purchasing needs in terms of raw materials.

The new solution will give the sales team the most up-to-date data at their fingertips, resulting in a 20% reduction in the time spent following up on customer orders and more time to actively pursue new business.

Sean Browne, CFO, Respa Beds, said: "Respa Beds has a reputation for quality products and we want to continue delivering excellent service to our clients. Up to now, staff were entering the same information numerous times into various systems, leading to time inefficiencies and the scope for errors. We lacked visibility of the business, which impeded our business growth.

"The new Oracle NetSuite ERP solution is revolutionising the business and will enable us to scale quickly. All employees now use one user-friendly central system, which removes inefficiencies and provides data and reports that allow us to analyse business performance daily. The flexibility of the Oracle NetSuite software, together with the dynamic OSSM team, makes this a winning ERP solution for us. With an insight into the key trends and order patterns, we now have the confidence and visibility to achieve our ambitious growth target."

Ray Ryan, CEO, OSSM Cloud Solutions, said: "We help our customers not just to grow their business but to futureproof it through the world-leading cloud-based ERP solution, Oracle NetSuite. Having such a wide product range for both mattresses and divans along with a complex structure of specific customer pricing options for products, Respa Beds challenged us to deliver an intuitive sales ordering and shop floor production solution. We listened to the Respa Beds team and to the complexities of both requirements, while being fully aware of their desire to satisfy their customer promise of efficient and accurate delivery. The flexibility of the Oracle NetSuite system allowed us very quickly mould the software to address all of their requirements and to get it right first time.

"We are very excited about our journey with Respa Beds as we look to deliver further productivity gains and efficiencies in the future. Respa Beds plan to explore new avenues for further enhancing their customer experience, such as the implementation of the Oracle NetSuite Customer Portal."

CAPTION:

Pictured are (L-R): Ray Ryan, CEO, OSSM Cloud Solutions; Anna Carolan, system development manager, Respa Beds; and Sean Browne, CFO, Respa Beds.