



COMPANY:
Hillier Nurseries

COUNTRY:
UK

INDUSTRY:
Agriculture,
Wholesale

PARTNER:
Medatech UK

The Challenge

Hillier needed to replace their standalone legacy ERP to better control inventory, enhance customer service, and accelerate delivery time.

The Result

The Hillier team now integrates Priority ERP company-wide, from purchasing, invoicing, accounting, and HR to distribution and customer support.



About Hillier Nurseries

Few companies can boast that they have been in business for over 150 years. Hillier Nurseries and Garden Centers, headquartered in Hampshire, was founded by Edwin Hillier in 1864 as a florist and plant nursery. Hillier quickly expanded and, today, still a family-run business, is the largest nursery of shrubs and trees in the UK, with close to 20 garden centers across South of England, wholesale nurseries, trees, and cash & carry products for trade.



The Challenge

Hillier's legacy ERP system could no longer handle the company's rapid expansion. The management team decided it was time to replace the out-of-date software that ran their operations, from purchasing and invoicing to accounting and HR, distribution, and customer support. "We needed a trusted system that could stand up to the rigors of a full-on operation, every day of the week;" said Sam Morgan, Operations Manager at Hillier.

Hillier was keen on enhancing customer support and service to enable its sales and support teams to better manage and control its large customer base. Hillier wanted a system to deliver faster response times on incoming orders and accelerate customer deliveries.



The Solution

Morgan and his team knew that a cross-organizational move to any new ERP system could potentially be a long and challenging process, but felt confident when they partnered with Priority's authorized partner Medatech UK. In a concerted effort to shorten implementation time, Medatech UK and project consultants Thinkers Ltd. managed to "go live" with Priority ERP in a record-breaking 15 weeks!



The Result

- ▶ **Increase in Orders** - Hillier achieved an unprecedented 25% increase in orders in the first year using Priority ERP.
- ▶ **Agile Organization** - improved inter-departmental communications and resource and information sharing across the board - all of which have significantly saved on operational and IT costs and increased company revenues.
- ▶ **Significant Decrease in Paperwork** - Data re-keying and reconciliation are no longer required. Data entry and retrieval are quicker and easier.

"Priority gave us the tools we needed all along to streamline our company's processes, and we haven't looked back," said Morgan. Moreover, our Finance department reported a reduction in duration, and as a result, the cost of external auditing by an overwhelming 60%. Added Morgan, "This is a clear result of Priority's fast and easy data access and unmatched ease of reporting."



"With Priority, we went from processing 10,000 order lines a day during our peak sales period, to 15,000 a day."

Sam Morgan. Operations Manager at Hillier

See how Priority works for you

Book a demo today ▶

