

DELIVERING SMARTER PROCUREMENT SOLUTIONS

In the highly competitive food manufacturing industry, ensuring an efficient, cost-effective procurement process is essential.

Implementation of Arrow's unique **ARROW CONNECT** portal helped Arthur Chatwins transform their procurement process, delivering maximum efficiency and control.



AT A GLANCE

- 24 bakery & cafe sites
- 200+ employees
- 21 individual site catalogues
- 82 core products

WORKSMARTER CASE STUDY

ABOUT ARTHUR CHATWINS

Arthur Chatwins is a renowned bakery chain with twenty-four bakery and café stores across Cheshire, Staffordshire, and North Wales, with a central bakery in Nantwich.

Implementation of **ARROW CONNECT**, Arrow's new online portal, helped transform their procurement process, delivering enhanced efficiency and order control across the group.

Their Retail Training & Compliance Manager explains:

“ORDERING JANITORIAL PRODUCTS ACROSS OUR RETAIL STORES WAS CHALLENGING. PREVIOUSLY, STORE MANAGERS WERE ABLE TO ORDER A VARIETY OF CHEMICALS AND ITEMS WITHIN EACH CATEGORY, MAKING IT DIFFICULT TO ENFORCE PRODUCT RESTRICTIONS, ENSURE COSHH COMPLIANCE AND MANAGE PRICING RESTRICTIONS.

THIS MEANT I WAS HAVING TO MANUALLY CHECK EACH ORDER FOR ACCURACY AND PRICING.”

*Retail, Training & Compliance Manager
Arthur Chatwins Bakery*

WORKING SMARTER WITH ARROW CONNECT

To solve these issues, Chatwins was an early adopter of **ARROW** CONNECT, Arrow's exclusive online portal, bespoke-built by Arrow to streamline and enhance customer procurement processes. **ARROW** CONNECT offered Chatwins a range of innovative features such as customisable, site-specific product lists, integrated approval workflows, and inbuilt management reporting – providing an intuitive user experience, whilst empowering general managers through a fully-controlled ordering process – delivering the following key benefits:

Improved Data Accessibility

ARROW CONNECT's live reporting dashboard means Chatwins can easily monitor ordering trends across multiple delivery addresses, enabling proactive inventory management and cost control.

Customisation & Control

The ability to set custom product lists for each retail store ensured consistent, compliant product selection across every site – preventing unauthorised purchases, mitigating the risk of stock discrepancies, and ensuring 100% compliance with Chatwins' approved contract list.

REAPING THE BENEFITS

Implementing **ARROW** CONNECT has revolutionised Chatwins' janitorial procurement process, delivering quantifiable improvements in efficiency, control, and user experience.

Easy to set up, and requiring minimal user training, the portal has ensured 100% product compliance across all individual stores. By using **ARROW** CONNECT, Chatwins' stores managers can order in minutes, with the confidence that the correct products are being ordered across the Chatwins network.

Streamlined Procurement

ARROW CONNECT's integrated approval workflows and customisable product lists allowed procurement managers to control exactly what each site purchases, without manual intervention.

Enhanced User Experience

Store managers found **ARROW** **CONNECT** to be exceptionally user-friendly, akin to popular e-commerce platforms like Amazon®. The intuitive system has simplified their ordering process, helping eliminate order errors.

"I CAN CONFIDENTLY SAY THAT IMPLEMENTATION OF ARROW CONNECT HAS TRANSFORMED THE WAY WE PURCHASE AND MANAGE OUR JANITORIAL PRODUCTS.

ARROW CONNECT HAS NOT ONLY SIMPLIFIED OUR PROCUREMENT PROCESS BUT ALSO PROVIDED US WITH VALUABLE INSIGHTS AND FULL CONTROL OF PRODUCT SELECTION.

IT'S A GAME-CHANGER FOR US."

*Retail, Training & Compliance Manager
Arthur Chatwins Bakery*