

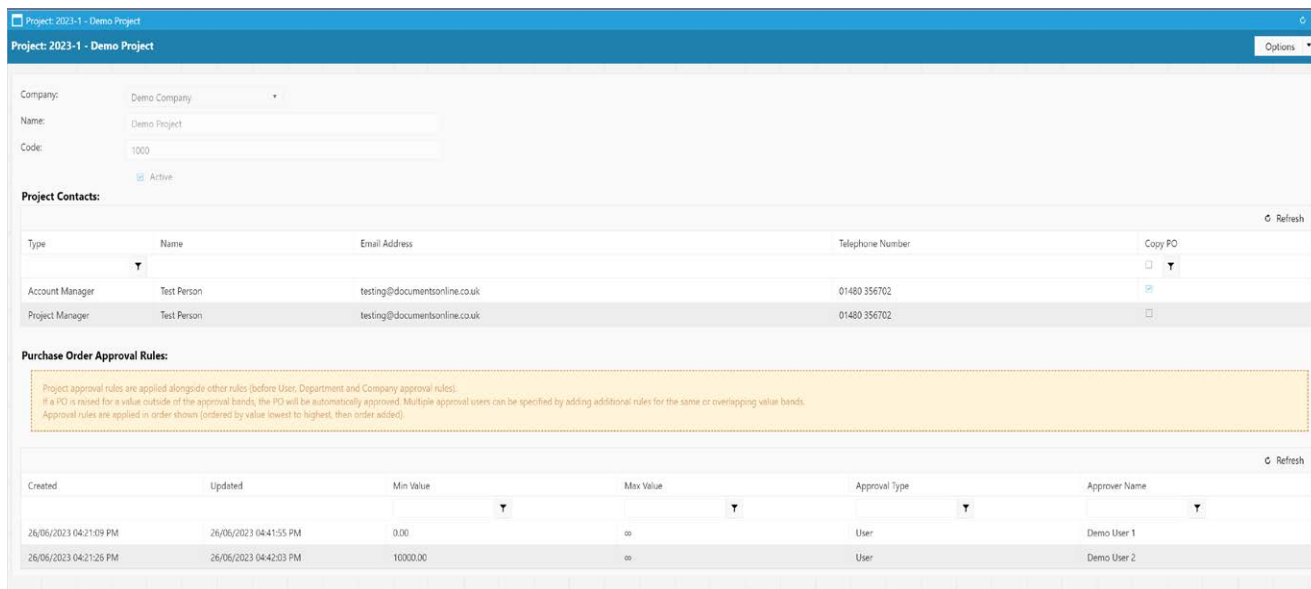
mamas & papas®



Case History

Mamas & Papas
(client since 2016)

In 2016, M & P contacted cloud B2B regarding the creation of a customised Purchase Order system which would allow Departmental and Project based Purchase Orders to be raised across 4 Departments. One of these Departments was the Hong Kong office, which relies on the use of multiple currencies. Strict Departmental budget controls were required, along with limiting Users to be able to view and raise Purchase Orders and reports purely for their own Departments. The creation of multiple reports designed for ease of use across the business was also a pre-requisite. The system worked on the basis of concurrent Users in order to reduce the costs.



The screenshot shows a web application interface for a Purchase Order system. At the top, there's a header with 'Project: 2023-1 - Demo Project' and an 'Options' dropdown. Below this, there are input fields for 'Company' (Demo Company), 'Name' (Demo Project), and 'Code' (1000). A 'Project Contacts' table lists 'Account Manager' and 'Project Manager' for 'Test Person' with email addresses and telephone numbers. Below that, a 'Purchase Order Approval Rules' section contains a yellow warning box and a table with columns for 'Created', 'Updated', 'Min Value', 'Max Value', 'Approval Type', and 'Approver Name'. The table shows two rules: one for values from 0.00 to infinity approved by 'Demo User 1', and another for values from 10000.00 to infinity approved by 'Demo User 2'.

| Created | Updated | Min Value | Max Value | Approval Type | Approver Name |
|------------------------|------------------------|-----------|-----------|---------------|---------------|
| 26/06/2023 04:21:09 PM | 26/06/2023 04:41:55 PM | 0.00 | ∞ | User | Demo User 1 |
| 26/06/2023 04:21:26 PM | 26/06/2023 04:42:03 PM | 10000.00 | ∞ | User | Demo User 2 |

Sample screen shot from the customised Purchase Order system.

In 2021, Deborah Johnson (Project and Legal Administration Manager) who was responsible for the system, approached Cloud B2B to discuss widening the scope of the System, increasing the number of Department Users to include Buying, Marketing and IT. In addition, the Supplier Invoice model was required. Cloud B2B were able to upgrade the whole platform to the latest generation whilst taking into account the requested additional requirements. This necessitated a number of additional developments: -

- Suppliers being separated by Department.
- Workflow approval for PO's becoming multi-level within each Department, including an optional point-to-point facility which Users could invoke on a case-by-case basis.
- A designated Department Administrator who would manage the creation/addition of new Suppliers, budgets, Users, and Tasks on a Departmental basis.
- Supplier invoices being sent to individual email addresses for processing by the relevant Department.

Despite all the changes, and the increase in the number of Users, the system still works well with the original 6 concurrent licence specification.

About Mamas & Papas

Nursery specialist, Mamas & Papas, has been supporting families on their parenting journey for over 40 years. Offering award-winning pushchairs, quality furniture & equipment and curated collections of interiors & baby clothing, Mamas & Papas deliver their products alongside expert advice and services. Their purpose, Passion for Parenting, runs through every element of the brand which results in Mamas & Papas being the go-to destination for baby.

The company was originally created by two parents, David & Luisa, in 1981 who believed they could create products for the nursery market unrivalled by other brands at the time. From their Head Office in Huddersfield, they designed their product portfolio using their experience as parents themselves, to add those helpful little details. Today, Mamas & Papas have over 50 retail and concession stores across the UK, as well as an online ordering web site.



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Client Comments

Deborah commented *“The widening of the use of the system, which also meant a full upgrade to the new transactional platform was not without its challenges! This was largely based around ensuring that the specific needs of each Department, both existing and new, could be accommodated. The support that Dan and his team at Cloud B2B gave us throughout the whole process was excellent, regularly collaborating with me to work through and even enhance the requested changes beyond my original request. The system has been in full use across all Departments since the ‘go live’ date last year. This change has made a significant impact on improving efficiencies and consistencies for procurement within the business. In addition, we now have the added bonus of learning how we can on board new Departments as and when necessary. The new system also gives us options for future-proofing further enhancements should these be required.”*

Dan Page (Service Delivery Director) said *“As a long-term customer, we were delighted that Mamas & Papas could see the benefits of our system, and that they have had the confidence to increase its reach within the organisation. We look forward to supporting Deborah and her team well into the future, in the knowledge that we can carry out further development, as and when our technology develops”.*

Mamas & Papas web site: www.mamasandpapas.com