

# PRIMARK®

*“Nick and his team provided excellent in depth technical and process support to our PkMS implementation, which was not straightforward. Put simply, having been through a number of PkMS projects over the years, these guys are the best I have come across”*

**Primark 2008 WMS Implementation Comment by Primark Supply Chain Director**

## **Tier 1 Supermarket Chain**

*“Nick (and Syntentia) have never failed to provide us with great quality supply chain experts who have always delivered against our plans.” June 22, 2009*

**IT Director**

## **World Leader of Sportswear Comments on Syntentia**

*“As the head off the Global Competence Center Distribution I am always looking for strong consultants supporting us in implementing our global strategic solutions. Syntentia has proven not only to be a partner we can trust but also a partner that is delivering services with the highest possible quality not only in UK but wherever we require it. So far we have worked with several of the Syntentia Consultants in technical functions as well as in project management supporting projects in UK, US, Russia and Germany. Syntentia's network of skills and people is one of the best in the industry. I would have no hesitation in recommending their services to anyone seeking to improve the level of the business overall and not just restricted to the supply of Manhattan Consultants”*



*“Keystone Distribution UK Ltd. has recently successfully completed the implementation of the Manhattan Associates I series warehouse management system to our Hemel Hempstead Distribution Centre. The well respected Syntentia’s consultants were involved with the project from the start, engaged directly to develop the design of the system. During this period we found their knowledge of the Manhattan system and experience of warehousing operations were invaluable to this stage of the project. Syntentia were later re-engaged by Keystone through to assist with the configuration, testing and implementation of the WM system into the warehouse. The Syntentia consultants once again proved to be invaluable members of the team, providing guidance to the implementation team as well assisting with testing and training. The success of the WMS implementation at Hemel is due in no small part to the support provided by Syntentia.”*

**Logistics Systems Manager of Keystone Distribution**



*“Manhattan Associates have worked closely with Syntentia Ltd for 5 years, during which time they have consistently demonstrated their ability to provide high quality Supply Chain contractors in support of our needs across the EMEA region. We have found Syntentia to be flexible, pragmatic and dependable partners and look forward to our continued relationship with them.”*

**Managing Director of Manhattan Associates**



*“The Weetabix Food Company partnered with Syntentia during our recent successful implementation of Manhattan’s WMOS system. Syntentia were able to provide several highly experienced contractors at short notice to help with our testing and training efforts. Syntentia have proven to be a responsive and trusted resourcing partner.”*

**Weetabix Business Systems Manager**



*"Syntentia –DHL Deployment Samsung*

*Syntentia has recently been employed with our company to supply consultants on the Samsung Manhattan WMOS deployment in the Netherlands. The employment period lasted for two months, all of which was carried out on site.*

*Syntentia's main task was in delivering Manhattan WMOS support to the operation throughout the go live phase of the project. This included shift work, weekend work and associated additional working hours when required.*

*Specific tasks included WMOS issue investigation and resolution, training of key users in system functionality, improving operational processes and in assisting and supporting the project delivery team.*

*Syntentia's consultants have valued experience in the deployment of the Manhattan WMOS application and have a very sound knowledge of the application. They also have an excellent overall knowledge of warehousing and the associated processes. They display good team spirit and are always willing to go the "extra mile" to help people. This resulted in them being the ideal people to perform this role.*

*Throughout their time on the project they provided an excellent level of support and were fully committed to the Project. They were able to clearly identify possible problems in advance, and then take the correct necessary actions to avoid such occurrences. They offered sound advice and good recommendations on how processes could be improved and were able to identify and assist in the resolution of WMOS application related issues. Syntentia played a key role in training both the site Key users and the end operators and were always willing to impart their system and operational knowledge to the trainees. This training was a key project requirement and milestone to ensure the transfer of the project to the operation. Due to Syntentia's significant contribution this was achieved with a great deal of success.*

*In summary, Syntentia's consultants overall knowledge, commitment, enthusiasm, and sheer hard work proved to be a major contributing factor to the success of the project. They were a determined, resourceful and reliable team who sets themselves very high standards. They will always give 100% effort in all tasks that they are set and in supporting the overall project goals."*

**DHL Project Manager**



*"Home Retail Group has had a commercial relationship with Syntentia for over 4 years. In this time Syntentia have supplied resources that have supported some the most high profile and business critical projects the company has undertaken. More specifically Syntentia have supplied resource who have taken full ownership of:-*

*Planning UAT of PkMS for the opening of a new warehouse Managing Home Retail Group internal resources and other 3rd party resources to successfully deliver UAT for both a new warehouse and also an installation of PkMS into a warehouse previously running on an existing system. In both instances the projects were delivered to time and cost, in no small part due to the expertise, knowledge and professional integrity of the Syntentia resource. This is all the impressive when you realise that that the installation of PkMS into an existing warehouse was the first of its kind in the world. During the relationship Syntentia have been responsive to our needs, timely in responding to those needs and have supplied resource that have been integral members of the projects and indeed the projects would not have been successful without them I would have no hesitation recommending Syntentia in support of their application."*

**Home Retail Group Business Project Manager**

*""When we started to test PkMS it became clear that we had no real PkMS testing experience in the business, we contacted Nick Howard who was able to source a very experienced and competent testing manager. The decision to use Syntentia and the calibre of individual that was provided was a major factor in the overall success of the project. Any future PkMS resource requirements I would not hesitate to contact Nick and the Syntentia team."*

**Home Retail Group Business Project Manager**

# Clarks

*“Clarks built a new warehouse back in 2004 and in doing so implemented a Manhattan WMS system with a lot of automation supplied by Knapp. This was one of many big projects for Clarks and one which had a set deadline to help meet a programme plan to replacing all central systems. Knowledge/skills in Manhattan WMS and interfacing to WCS systems were something we had to learn. Syntentia provided highly experienced contractors who played a key role in the success of our project as well as helping Clarks expand their internal knowledge.” September 4, 2009*

**Clarks Shoes IT Logistics Team Leader**