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Fulcrum launches in Australia

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New contract with FMCG giant

Entec has signed an initial 3-year contract for the supply of its 3PMRO services, which optimise MRO cost, inventory and supply chains for global brand businesses, with one of the world's best-known FMCG Groups. The client has a portfolio of

New faces in new places – APAC, UK, EMEA

Building on the success of Project Fulcrum in West Africa Entec is developing a new inventory optimisation program, as a component of its 3PMRO® service, designed to swiftly identify duplication and reduce

Entec rolls out new AI app

Working in conjunction with the University of Portsmouth, Entec has developed an AI/machine learning app that is set to make major improvements to the efficiency and speed of the parts identification process.

Congratulations to Malick

Entec's Financial Controller Africa, Malick Ceasay, who joined Entec in 2012, has celebrated the successful achievement of his MSc (Master of Science) in Finance from the University of Leicester, whilst juggling a demanding

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Diageo Awards recognise global partnership with Entec

Long-standing client Diageo has recognised the impact of Entec's 3PMRO (3rd party Maintenance, Repair, Operations) procurement and supply chain services with the title of Africa Supplier of the Year 2022. Entec also scooped an Award for Breakthrough Performance, both accolades reflect the successful roll out of our 'Project Fulcrum' 3PMRO business model across the region.

'Fulcrum' optimises Diageo's MRO procurement, streamlines its MRO global supply chain and manages spares inventory to support both demand and planned maintenance. Project Fulcrum has saved Diageo

significant cost, reduced its carbon footprint, simplified administrative complexity, and returned cash to the businesses.

Diageo's Head of Procurement for Africa, Arthur Mamvura, said: "Entec's outstanding contribution and commitment to our business is hugely appreciated by all of us here at Diageo, and I hope that the Project Fulcrum team have the opportunity to celebrate this fantastic recognition."

Colin O'Brien, Diageo's Global Head of Beer Supply, added "Congratulations to a well-deserved winner - in particular, for their consistent effort and resilience in bringing this Project

to reality over a number of years! Well done to the Entec team - we look forward to further roll-outs."

According to Project Manager Chris Cullen, Entec was nominated for the Breakthrough Award by the Diageo team in Ghana, where Fulcrum was first trialled and delivered impressive results. The effect, he says, has been to turn the spotlight on MRO inventory management as a critical area for cost-control and reduction.

"These awards are presented to companies that demonstrate outstanding support, flexibility and a proactive response to challenges and opportunities," Chris explains. "The

fact that MRO has been recognised is of particular significance. Historically, MRO supply chains have tended to operate 'behind the scenes' and our achievements largely go unsung. These awards not only reflect Entec's hard work in helping Diageo meet their targets, but also an increased appreciation within the organisation of the value of efficient procurement and MRO supply."

Project Fulcrum is operating in fifteen sites across Africa, including Ghana, Cameroon, Uganda and Nigeria in West Africa, South Africa and in East Africa, Kenya, Tanzania and the Seychelles.

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Entec launches Project Fulcrum in Australia

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The implementation includes not only MRO parts procurement and management of all offshore and onshore suppliers, but also responsibility for managing inventory on site. Accordingly, a dedicated Entec team will be embedded at Diageo's Huntingwood (NSW) and Bundaberg (QLD) sites to manage the entire 3PMRO process.

Entec's Chris Cullen is managing the global roll-out of Project Fulcrum; he says that the contract in Australia provides opportunity for the development of a 'gold standard' for Entec's 3PMRO service.

"The APAC contract will create a more global scope for Entec's Project Fulcrum services. We will support Diageo in mitigating the risk of escalating supply costs and extended delivery timescales by predicting and purchasing MRO requirements well ahead of needs, thereby protecting their plants into the future," Chris explains.

"Visibility across multiple sites enables us to understand the volume and distribution of inventory. We can identify fast-moving, slow-moving and even moribund stock, and where available, call required parts from one site to another rather than order new items unnecessarily. This will save Diageo cost as well as time."

He adds, "Our performance in other regions has forged a strong relationship with Diageo; so that in Australia, we will have direct responsibility for purchasing without needing to gather comparative quotes, further speeding

up the procurement process. This represents a new authority for Entec and reflects the confidence Diageo has in us."

Project Fulcrum is targeted to achieve significant efficiencies and cost-savings for Diageo in the APAC region during the life of the contract. 3PMRO support is enabling Diageo engineers to focus on their core activity - namely repair and maintenance of plant - while Entec picks up responsibility for procurement and spares management. Entec will also ensure that the Australian sites operate to Diageo's global standards and are working with the Diageo team to build an aligned approach to the procurement processes.

For the future, Entec will be looking to establish Australia as a 3PMRO benchmark for Diageo's global network, with services extended to include tracking and barcoding stock.

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Entec secures \$45m contract with iconic confectionery, food and petcare FMCG



Entec has signed an initial 3-year contract for the supply of its 3PMRO services, which optimise MRO cost, inventory and supply chains for global brand businesses, with one of the world's best-known FMCG Groups, which has a portfolio of iconic confectionery, food and pet care products.

This new contract, which commences service delivery in Australia, will see Entec grow its footprint in region, expanding its central purchasing and administration centre in Brisbane, developing a Logistics hub in

Sydney and creating new regional roles. The Entec team will work onsite and in partnership with the technical and engineering teams at the client's 5 production facilities across New South Wales, Queensland and Victoria states.

Entec APAC GM Rod Meredith says, "This is very exciting news for us as it represents another global brand business added to our growing portfolio of clients. The Entec team, locally and in the UK, have worked tirelessly alongside our client counterparts,

carefully curating a managed service roll out, to deliver our 3PMRO services across a highly complex and varied set of manufacturing facilities. This project, as for our other global clients, will reduce business costs by optimising ways of working, cutting item price and releasing tied capital.

With business operating costs climbing and manufacturing inflation measured in double digits, the success of this project for both Entec and the client is my focus for 2023/24."

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New faces in new places APAC

Rod Meredith, APAC General Manager



Rod Meredith joins Entec as GM APAC, with a primary focus on delivering our 3PMRO services across the 5 sites in Australia operated by our new global FMCG client. He will also oversee the bedding in of the 2 existing Diageo sites in the region.

Rod brings many years' experience in running manufacturing/production plants. He started as Production Manager with ICI in Australia's largest paint manufacturing site, ultimately becoming National Operations Manager, after a secondment to New Zealand. He subsequently worked with a construction chemicals company as the Australian National Operations Manager, with responsibility for Manufacturing, Procurement/Supply Chain, Logistics, Warehousing and Quality Control.

He expects rapid growth in the region, predicting the team will grow quickly from its current 4 to 16 people. Looking ahead, his ambition is to secure further contracts with more businesses.

Rod says, "My new role as GM for Asia is very exciting. In addition to my responsibilities for Entec's major clients in Australia, I am busy introducing myself to a stream of new potential clients in the FMCG world for future collaboration.

Over the next 3 years I anticipate broadening our service to incorporate some regional (Asia) plants with existing partners and bring new business onboard. Achieving both our own and our partners' financial targets will enhance our reputation, making our 3PMRO services highly attractive to other FMCG businesses, allowing us to continue to grow."

Diane Rousseau, APAC Operations Manager



Diane Rousseau joined Entec as the company extended into Australia in 2018. Initially, she was taken on a short-term contract to help set up operational data systems, but ended up staying for another 4 years, taking on the role of Team Leader for Entec's PepsiCo business in the region.

For the last 10 months, Diane has been working with Chris Cullen on Diageo and setting up systems to support Entec's major new FMCG account. Promoted to APAC Operations Manager, Diane will be supporting Rod in expanding the existing team, setting up a suitable structure with existing and new people and processes to enable Entec to flourish and deliver outstanding 3PMRO services.

"It's challenging, rewarding, and very busy!" she says. We will be recruiting to support the 5 customer sites across the region, and ultimately the goal is to have onsite presence at every location. Timing is critical, my role is to make sure things happen on time and that everyone is ready for the transition. It's a hugely exciting time. I think it will be fantastic and I'm looking forward to exciting times ahead."

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New faces in new places UK

Nick Day, Head of Value-Added Solutions

As Diageo's Project Fulcrum gains momentum and the company moves toward even closer integration with Diageo's operations, Entec has added Nick Day, a highly experienced MRO executive, to the team.



Nick, who has spent over thirty years in the MRO sector with major distributors including RUBIX Group and Eriks NV, has joined Entec in the role of Head of Value-Added Solutions, bringing extra resource to

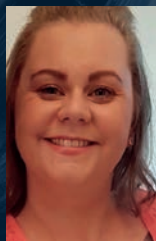
Project Fulcrum.

He says, "This is a great opportunity, and I look forward to playing my part in the 'Fulcrum' culture of continuous improvement, supporting Entec in working more closely than ever with Diageo, as well as helping to formulate and develop Entec's added value solutions."

MD Mike Robinson adds, "Nick's background in MRO supply chain, storeroom management and design enhances Entec's capability and strengthens the Project Fulcrum team. We are excited to have Nick on board to help us pull everything together as we take the next steps forward working in close co-operation with Diageo."

Rachel Nicholas, Operations Manager – Project Fulcrum

Rachel Nicholas, who has been promoted to Operations Manager, is one of our most experienced managers. She has been with Entec for 18 years, first joining as a Sales Administrator, processing requests and quotes for the sales team. Subsequently she moved to a more customer focused role, handling sales enquiries, before ultimately being appointed Customer Relationship Manager.



Rachel has been involved with the roll out of Project Fulcrum for Diageo, starting with the successful trial in Ghana, managing the processes on a day-to-day basis. As the project has grown – now numbering 11 sites, Rachel oversees two separate sales management teams, for East Africa and West Africa, ensuring consistency and support.

Most recently, Rachel has been working closely with Chris Cullen on the further expansion of Project Fulcrum into APAC region.

Chris says, "While I deal directly with the customer, Rachel makes sure that behind the scenes we deliver what I've agreed and what the customer expects. As we've scaled up, Rachel has been brilliant, she's helped build the team and establish operating processes. Essentially, Rachel oversees the account and makes sure everything works the way it should. Her promotion to Operations Manager for Project Fulcrum is well deserved."

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Oladimeji Akoni. Regional Customer Relationship Manager – Project Fulcrum



Oladimeji Akoni, former Country Manager for Nigeria, was promoted last year to take on wider responsibilities as the new West Africa Regional Manager for Entec's highly successful 3PMRO program, Project Fulcrum. Based in Nigeria, 'Dimeji manages the customer relationship across the clients three West Africa markets, Ghana, Nigeria and Cameroun.

'Dimeji has been with Entec for over ten years, initially joining us as Sales Manager for FMCG clients in Nigeria. He became Client Relationship/Implementation Manager for MRO contracts in 2014, before being made Country Manager in 2017, steering the local sales force and managing local compliance.

He plays a critical part in developing business opportunities as the Fulcrum matures across the region and extends to multiple clients.

Project Manager Chris Cullen says, "This important role is front line and requires direct engagement with client management and technical teams across West Africa, with 'Dimeji being the primary local interface for Entec with Diageo, responsible for day-to-day management of Entec's in-market teams and the service they provide. Effectively, 'Dimeji will be 'the regional face of Entec', making sure all our contractual obligations – and customer expectations – are fully met. We are delighted with this 'Dimeji in this role, He is a 'safe pair of hands' with great experience of the sector and the region."

Khalid Mehmood – Customer Relationship Manager, Pakistan & Saudi Arabia



Khalid joined Entec earlier this year and will be based in Lahore, Pakistan. Khalid is a skilled professional with a Master's Degree and over 23 years of experience. Previously he worked within the Ministry of Defence Stores and IT Department, before joining PepsiCo International where he spent over 13 years. He started off working in production at PepsiCo, and subsequently as a Technical Store Incharge (PE),

successfully managing the inventory and operations. He spent 10 years as a Purchase Administrator, P2P Lead and Import Lead in Global Procurement at PepsiCo International in Pakistan, equipping him with a deep understanding of procurement processes.

Khalid comments, "I am passionate about optimizing productivity, enhancing quality, streamlining supply chain operations, improving logistics, and ensuring customer satisfaction. Joining Entec provides an opportunity for me to use my skills and experience to contribute to the company's continued successes and make a significant impact within the industry. I am excited to be part of a team that values collaboration and encourages the sharing of ideas to drive continuous improvement." According to Regional Manager Richard Zeverona, Khalid's background and understanding of the PepsiCo organisation adds great value to Entec's team in the region, at a time it is needed most, as Pakistan faces some serious challenges.

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Entec embraces AI

Working in conjunction with the University of Portsmouth, Entec is developing an AI/machine learning programme that is set to make major improvements to the efficiency and speed of the parts identification process.

Named ‘Cody’ by IT Director Oliver Syner, who has led the project, it has been specifically designed for an MRO environment and will be able to identify and classify many thousands of items.

“This is a tool to help the internal Entec team provide a more efficient service to our customers,” Oliver explains. “Cody can search our database much more quickly than any human can and can find the best match to parts ordered.”

Cody has been built utilising Entec’s 30+ years of experience, staff knowledge and acquired data. With several hundred thousand MRO part numbers on the Entec database, many parts have multiple codes attached to them. The same part may be referenced by an original manufacturer’s code, a vendor code, or

an individual customer’s ERP system unique identifier. The value of Cody is that it can quickly sift different taxonomies and help identify an item from multiple descriptions.

“Customers, with multiple global business units, regularly have duplicate parts in their own systems, due to different business unit practices and equipment suppliers providing their own unique identifier and classifications, so it’s a complex process,” he says. “However, machine learning means we can train Cody to understand the many possible part descriptions that point to the same item. We have programmed in information gleaned over our 30 years managing multiple global vendors and clients as we streamlined the MRO supply chain for our clients Cody can now sift through that data and quickly identify both the part and recommended global source.

The Entec master database includes hundreds of thousands of SKUs. No human can possibly remember or process that amount of information, but Cody holds all these SKUs, along with their various part references, and can access them quickly and easily. This increases

Entec’s scalability and value to our clients, as their needs are met faster, with greater accuracy and reduced demand to delivery time.

As with all Entec services, Cody will increase efficiency, cash flow and productivity as the MRO supply chain is continually improved and optimised. “I am super proud of the project team and look forward to watching Cody ‘develop’ knowledge and functionality,” says Oliver.

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Entec’s Financial Controller Africa, Malick Ceesay, who joined Entec in 2012, has celebrated the successful achievement of his MSc (Master of Science) in Finance from the University of Leicester, whilst juggling a demanding role at work and the needs of a young family. According to Paul Carter, Financial Director at Entec, Malick approached

the company for support to further his academic ambitions and Entec was delighted to help.

Paying tribute to Malick’s hard work and commitment, Paul said: “Malick is a valued member of our staff and so, as we recognise hard work and commitment, Entec

were more than happy to fund his Msc. He has worked incredibly hard, balancing his work, family and studies, this MSC is well earned.”

Malick has since been putting his financial and customer relationship management skills to positive effect during visits to customers in Ghana and Nigeria, to discuss how best Entec can provide support to customers in the face of continued FX challenges.

In Nigeria, he met with the Head of Treasury as well as the Finance Director of Entec’s long term client, a global leader in beverage alcohol with an outstanding collection of spirits and beer brands, and attended a meeting with the Head of Zenith Banks Victoria Island branch to discuss trade finance options and access to FX. Malick reports that the bank reaffirmed their commitment to supporting Entec and its clients in Nigeria.

Similarly, in Ghana, Malick visited the senior finance team of the same client, at their packaging plants in Accra, as well as meeting with the Head of Treasury at Ecobank, where he secured assurances that the bank will support with FX via a documentary credit process if required.

Malick says, “My trip achieved several positive results, but one of the most important was to reinforce that Entec cares about its customers. In both Nigeria and Ghana I was told that Entec was the first of the customer’s many suppliers to visit their premises post-pandemic, and that this gesture of support along with our understanding of the challenges when working in complex markets, evidenced our strong commitment to the business relationship.”

