

M.H. Enterprises LLC boosts inventory accuracy by ~15% with Azentio ERP

(internal KPI, Apr 2025)

Outpacing demand and exceeding customer expectations

M.H. Enterprises is a regional distributor of fast-moving consumer goods (FMCG) and a key supplier to Dubai's hotel, restaurant, and catering sector. From a network of warehouses totaling ~500,000 sq ft, the Dubai-based distributor supplies ~18,000 active SKUs to retail hypermarkets, supermarkets, grocery stores, and pharmacies throughout the region. Its customers are located throughout the United Arab Emirates.

Before deploying Azentio ERP, M.H. Enterprises faced two fundamental challenges. The first was coping with rapid growth due to a consistent, year-over-year rise in demand for consumable goods. The next was maintaining the company's competitive edge in the face of that steadily growing demand.

With ever-increasing workloads, M.H. Enterprises needed to improve operational efficiency, particularly when it came to satisfying customer calls for ever-faster delivery times.

At a glance (internal KPI, Apr 2025)

~ 15%	increase in inventory management precision
~ 13%	improvement in data processing accuracy
~ 10%	boost in employee productivity
~ 15%	improvement in cross-departmental collaboration
~ 50%	decrease in paper consumption, advancing sustainability goals
~ 15%	reduction in process cycle times



"We reduce effort and drive efficiency on the warehouse floor with Azentio ERP. Each incremental improvement reduces our costs and improves the customer experience by reducing the time we take to deliver goods."



Manish Agarwal,
Chief Information Officer,
M.H. Enterprises

"Customer satisfaction is the key to remaining competitive. With the evolution of giant ecommerce, modern buyers expect faster deliveries and quicker turnarounds," explains Manish Agarwal, M.H. Enterprises Chief Information Officer. "Facing rapid expansion and rising expectations for faster deliveries, M.H. Enterprises recognized the need to overcome operational bottlenecks and modernize systems."

Updating technology with a trusted partner

To maintain its industry foothold, M.H. Enterprises opted to update its legacy ERP with the latest iteration of Azentio ERP, the Azentio enterprise resource planning system. With the new technology, the company sought to align its business operations and create a solid foundation for future growth. The goal was to achieve peak efficiency and improve customer service without increasing operational overheads or expanding the workforce.

Azentio ERP perfectly embodied M.H. Enterprises' strategic vision. Backed by a strong and growing user base, Azentio ERP suite is a secure, comprehensive, and scalable solution. Ideal for a growing SME, Azentio ERP includes solutions for finance management, purchase management, warehouse management with mobility, inventory management, sales management, and payroll management. According to Agarwal, Azentio's strong industry reputation, the solution's broad functionality, and a 20-year history of successful

collaboration between the two companies influenced M.H. Enterprises' decision to move forward with Azentio ERP.

"Azentio and Azentio ERP were the obvious choice—Azentio knows our business, is highly competitive in the ERP market, and provides excellent value in an end-to-end solution for enterprise customers," says Agarwal. "Azentio has been a reliable partner aligned to our requirements."

Planning for success

To ensure a trouble-free upgrade to the new system, the M.H. Enterprises implementation team worked with Azentio to establish priorities and project milestones. The discovery phase included:

- Extensive business solution mapping sessions
- Stakeholder interviews and approvals
- Comprehensive user acceptance testing

With preparations and planning complete, M.H. Enterprises took phase one live. Downtime was planned during non-working hours to facilitate the database upgrade. In total, preparation and implementation spanned six months.

"Although our database was huge, the Azentio engineering and delivery team was excellent. They immediately identified and addressed issues within the system to ensure a smooth, sequential transition that did not hinder day-to-day operations," says Agarwal. "It was a very systematic, methodical process that minimized downtime."



Efficiency and customer gains, one step at a time

M.H. Enterprises is already beginning to see the benefits of its decision to upgrade to Azentio ERP, particularly in its warehousing and distribution workflows. As a result of the upgrade, the company can now leverage mobile and other emergent logistics technologies.

M.H. Enterprises has accelerated the fulfillment process, reduced human error, and provided workers on the warehouse floor with real-time access to information and instructions. By mapping the picking process and establishing planned picking routes, M.H. Enterprises eliminates redundant steps and reduces employee travel time.

Since the implementation, M.H. Enterprises' inventory management precision has increased by ~15% (internal KPI, Apr 2025). In terms of operational productivity, the company has reduced redundant and repetitive tasks by ~10% while showing a corresponding ~10% increase in employee productive hours (internal KPI, Apr 2025). Enhanced communications and the ability to share once-siloed information have contributed to the list of efficiency gains, improving cross-departmental collaboration by ~15% (internal KPI, Apr 2025).

"We reduce effort and drive efficiency with Azentio ERP. Each incremental improvement lowers our costs and improves the customer experience by reducing the time we take to deliver goods," says Agarwal.

Driving value

The company's decision to use Azentio ERP to optimize the activities of its extensive truck delivery fleet has also streamlined M.H. Enterprises' delivery operations. Using a combination of intelligent route planning and mobile communications, M.H. Enterprises minimizes the distance each truck travels and the number of trips each driver needs to make.

Green effect—Enhancing sustainability

In addition to increasing process efficiency in its warehouses and delivery fleet, M.H. Enterprises' use of Azentio ERP intelligent planning and mobile functionality is reducing the company's reliance on consumable resources. For example, M.H. Enterprises no longer consumes the amount of materials it once relied on for stock picking, route planning, product delivery, or administrative tasks. As the system beds in, M.H. Enterprises expects a meaningful reduction in paper consumption over time by ~50% (internal KPI, Apr 2025).



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"We are a very high-volume operation," says Agarwal. "The savings and efficiencies promoted by Azentio ERP, whether in paper, printing, or other consumables, all move us closer to our sustainability goals."

As a part of its digital transformation and sustainability initiative, M.H. Enterprises also increased document management efficiency by ~10% by using Azentio ERP (internal KPI, Apr 2025).

Bottom line

Although it is still early in the company's Azentio ERP journey, Agarwal and M.H. Enterprises see the potential the solution brings to the table.

"As the business scales, we can handle new growth without bringing on additional people or resources," Agarwal says. "Azentio ERP removes our major bottlenecks—we are still refining and we have already increased business without sacrificing bandwidth."

In the back office, Azentio ERP's interconnected suite of financial and administrative tools is contributing to the company-wide drive to increase profitability. With a single source of truth in place to break down information silos between business areas, M.H. Enterprises is working with Azentio to personalize the system to meet its own use cases. One example of this is a jointly configured rebate management workflow that eliminates revenue leaks by alerting management to missed supplier discounts.

Showing clear improvement

Using Azentio ERP as a single source of truth has also yielded a measurable performance improvement over the legacy ERP. Data processing accuracy for the entire operation has gone from ~85% to ~98%—a significant gain of ~13% (internal KPI, Apr 2025). Showing similar improvement, process cycle times dropped by ~15% (internal KPI, Apr 2025). Manual data entry errors are also down by ~10% (internal KPI, Apr 2025).

To further increase savings and efficiency, M.H. Enterprises in partnership with Azentio is piloting a cost allocation workflow (in development). This is intended to help identify and mitigate indirect expenses associated with the brands it distributes—functionality it previously lacked.

Reflecting on the engagement, Agarwal summarizes the advantages of selecting Azentio ERP, partnering with Azentio, and working with the Azentio team: "Azentio is very supportive. They take the time to understand your requirements and complete projects as if they were an extension of your internal IT team rather than another third-party vendor."

Disclaimer: "Outcomes reflect M.H. Enterprises' internal measurements as of Apr 2025 and may vary by context. This document is illustrative and not a commitment to specific service levels."

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