



“Accredo bends to the way we want to run our business—that’s why we’ve stuck with it for so long, even as we’ve grown and diversified.”
- Andrew Redward, Operations Manager, YHI New Zealand

YHI implements Accredo WMS to streamline warehouse operations and reduce picking errors

With a growing portfolio that spans tyres, batteries, solar products, and uninterrupted power supply (UPS) systems, YHI New Zealand has emerged as a leading B2B supplier to independent retailers, large national brands, and energy providers nationwide. From its humble beginnings as Viper Alloys in 1996, YHI has evolved into a dynamic business supported by flexible, reliable systems—none more integral than its Accredo software.

YHI first adopted Accredo’s predecessor, Profax, two decades ago and has remained committed to the platform ever since. “We’ve grown alongside Accredo,” says Andrew Redward, one of YHI’s operational leads based in Wiri, Auckland. “As our product range expanded and our business diversified, the software kept pace—with the added bonus of being highly customisable.”

Today, Accredo serves as YHI’s business nerve centre, integrating all primary operational functions, from finance and inventory to complex shipment workflows. “We use nearly every module Accredo offers,” Redward notes. “The only one we haven’t activated yet is foreign exchange, but even that’s on the radar.”

Facing a warehouse bottleneck

One of YHI’s most pressing challenges emerged in its warehouse operations. With nine branches and three third-party logistics sites nationwide, the manual upkeep of stock bin locations had become a time-consuming task. Staff were entering stock movement data manually into custom tables—a practice that opened the door to human error and delayed order fulfilment.

“The process was cumbersome,” Redward recalls.

Recognising the need for a better solution, YHI leveraged Accredo’s native lot and bin tracking capabilities in collaboration with their long-time QSP partner, Brunton NZ Ltd (Bruntons). The outcome was a bespoke warehouse management system (WMS) built using Accredo’s web services and explicitly tailored to YHI’s operational needs.

YHI implements Accredo WMS to streamline warehouse operations ... Continued

A custom WMS that works

Bruntons developed a mobile application that extends Accredo's bin tracking functionality, enabling warehouse staff to scan barcodes for live stock movements, conduct order putaways, and initiate stock transfers. Staff now use tablets or PDAs mounted on forklifts to conduct bin assignments in real time—eliminating the need for paper records and manual updates.

"Everything's hands-off now," says Redward. "Instead of printing bin slips and waiting for someone to update the system, staff move stock directly to bins using the app. It's all barcode-driven, and it goes straight into Accredo."

The impact was immediate. YHI saw a **20 per cent reduction in warehouse workload and a noticeable improvement in accuracy**. "That kind of progress translates to fewer customer service issues, faster order turnaround, and better use of staff time," he adds.

Integration and efficiency beyond the warehouse

YHI's use of Accredo extends well beyond inventory management. The company utilises Accredo's EDI functionality to process orders sent via FTP by major clients. These orders feed directly into Accredo, ready for dispatch, without any manual intervention—streamlining fulfilment and reducing staff workload.

"As web-sourced orders increase," Redward explains, "Accredo handles these seamlessly. The ability to link systems together and automate workflows is a huge advantage."

YHI also appreciates Accredo's flexibility when it comes to custom scripts. The business operates over 1,000 active scripts—many of which are tailored to specific tasks across order entry, invoicing, and stock visibility. "Accredo bends to the way we want to run our business," says Redward. "That's a huge contrast to bigger platforms like SAP, where you often have to fit your processes into their mould."

A partnership that powers growth

Part of the reason YHI continues to invest in Accredo is the hands-on support from Bruntons. "Having a responsive partner makes all the difference," Redward says. "Their developers are fast, reliable, and understand our business. Whether it's a quick tweak or a complex project like the WMS, they deliver."

With the release of Accredo Version 8, YHI is already exploring the addition of new functionality. A key feature is the ability to conduct stocktakes directly within their custom WMS app. This enhancement will enable warehouse staff to perform stocktakes in real-time using mobile devices, further streamlining inventory management and reducing reliance on manual processes.

Adds Redward: "We've always found Accredo to be open and adaptable to new technology. That's why we've stuck with them for so long—and plan to keep doing so."