



AUSTRALIAN VINTAGE LTD



## Mango “so easy to use” for QHSE

### Australian Vintage chooses Mango as the most user-friendly QHSE cloud solution

The first thing that struck Val Cranwell-Smith, Group QHSE Manager at Australian Vintage, when she saw Mango was its ease of use: “I immediately saw that Mango hadn’t been designed by IT geeks. It was clear that it had been written by people with a common-sense approach to QHSE. That gave me confidence that even our staff with low IT skills would be able to pick up Mango really quickly.”

As a result, Australian Vintage stepped-up their evaluation of both Mango and alternative solutions with a view to replacing their existing paper-based QHSE system.

Being at the forefront of the Australian wine industry, strong QHSE management is of strategic importance to Australian Vintage. However, relying upon a paper-based system for 12 sites, spread across a vast area of the country, just wasn’t working.

Val picks up the story: “Our paper-based system was a nightmare to manage. The main issues were quite fundamental – for example, accidents weren’t getting reported on time and scheduling of events, like internal audits, were being overlooked. Also closing out corrective actions from non-conformances and accidents & incidents was very inefficient. We were buried in documentation and spreadsheets and were constantly battling to keep them updated.”

As a result, the decision to switch to Mango was an easy one.

And as Craig Thornton, Chief Support Officer at Mango explains, it’s no surprise things have gone

so well: “Australian Vintage are exactly the type of organisation Mango was designed for. Quality, safety & environmental management are fundamental to their business so an integrated QHSE solution like Mango is going to deliver big benefits. Also, because they’re so geographically dispersed, a cloud solution makes perfect sense because they need a single version of the truth that can be accessed by anyone within their organisation, no matter where they’re based.”



*“We didn’t see anything as usable or as user-friendly as Mango.”*

**Val Cranwell-Smith Group QHSE Manager**

Today Australian Vintage relies on a single version of Mango to cover all of their QHSE needs across 12 sites. This includes 2 sites certified to the British Retail Consortium (BRC) Global Standards and 1 with Hazard Analysis and Critical Control Point (HACCP).

Looking back, Val has no doubt they made the right decision to replace their old system: “We didn’t see any other solutions that came

close to Mango. It’s exceeded our expectations. It’s so easy to use I can train new managers in only 40 minutes. We’re also getting a lot more system ownership from staff. Previously it was *Val’s system* but now people are more accountable for their processes because they’re interacting directly with Mango and their name is on it.”

Val concludes “We’re very happy with the both the software and the support we’ve received from Mango. I have no hesitation in recommending Mango to others in the wine industry.”



## The Customer

Australian Vintage is one of the most awarded wine companies in the world whose capabilities extend to vineyards, boutique and bulk wine production, packaging, marketing and distribution.

Crushing 9% of Australia's total annual production, its vineyards and grape supply capacity extends through some of Australia's most captivating and diverse wine regions including the Hunter and Barossa Valleys; the Murray-Darling, Langhorne Creek and Limestone Coast regions; as well as Griffith, Cowra and the Adelaide Hills.

Australian Vintage has turnover of \$228m p.a. and employs approximately 500 staff in 12 sites across New South Wales, Victoria and South Australia. It is listed on the Australian Stock Exchange (ASX).

## The Business Issues

- Sheer volume of documentation was proving unmanageable
- Accidents weren't getting reported on time
- Inefficient compliance processes were having a drain on resource
- Poor staff buy-in to the management system
- Keeping the system up-to-date was a constant battle
- Closing out corrective actions was difficult and very inefficient

## The Solution

Mango was deployed across the organisation through a hosted "Software-as-a-Service" (SaaS) model. It was implemented and adding value within a week. The result was a single, integrated QHSE system for use across all of the organisation's 12 sites.

## The Benefits

Mango delivered a strong return on investment through:

- Significant time & cost savings in managing QHSE obligations
- Greater staff buy-in and improved employee satisfaction
- A single centralised system that is available in real-time by all staff, as required
- Far more efficient communication & reporting
- Compliance processes streamlined

**"I have no hesitation in recommending Mango to others in the wine industry."**

Val Cranwell-Smith, Group QHSE Manager

For more information on Mango:

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