

Glowcroft transforms from service provider to strategic partner with Nulogy

Case Study



Summary

Glowcroft chose Nulogy Shop Floor to digitise its contract packing operations, providing greater control, visibility and opportunities for growth. By replacing manual processes with real-time digital workflows, Glowcroft was able to become more efficient while offering increased support to customers. This allowed the business to shift from service provider to strategic partner.

Company Overview

Glowcroft is a UK-based contract packing business providing value-added services to sectors including pet food, wellbeing and gardening. The company supports a wide range of customers, each with different needs around product build, labelling, compliance and delivery. Working in a sector where short lead-times, multiple product variations and high customer expectations are daily pressures, Glowcroft relies on operational responsiveness and efficiency for its continued success.

Challenges

As customer demands evolved, Glowcroft was juggling shorter planning windows with increasingly complicated packing requirements. At the same time, its use of administration-heavy systems like spreadsheets and pen and paper records made it hard to see the bigger picture and to make informed decisions.

This limited visibility made planning ahead a challenge. Workforce allocation could often only be organised in the shorter term, meaning the business would often need additional staff with little notice, a tall order in a stretched labour market. Meanwhile, customer expectations were shifting toward greater transparency, faster communication and more collaboration. These pressures made it clear that traditional approaches would limit business growth and highlighted the need for a more connected and data-driven solution.

Implementation

Glowcroft implemented Nulogy Shop Floor, a part of the Nulogy Operating System, to digitise and standardise its shop floor operations. This provided a single real-time view across production, quality and reporting. Paper-based systems were replaced with digital tools for production tracking and reporting, delivering improved consistency and reliability. The platform provided immediate visibility into production status, labour performance and output, allowing teams to respond more quickly and proactively to problems. Labour planning was improved through greater data visibility, which supported smarter workforce scheduling.

“After we brought in Nulogy, everything changed. Things were visible instantly, we could see what was happening live and spot bottlenecks straight away.”

-Vikki Gordon, Production Manager

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Similarly, switching to digital quality inspections, line clearance processes and end-to-end traceability provided increased control and compliance. And, by standardising processes across production, quality and exception management, Glowcroft was able to move away from reactive manual systems toward a more proactive and data-driven approach.

Results

Following implementation, Glowcroft reported improvements across efficiency, control and customer service.



Increased Operational Efficiency

Operational efficiency increased as manual administration and duplicated data entry were reduced. This led to faster production reporting and reconciliation while improving line usage and minimising delays between production stages.



Greater Customer Transparency

Customer communication was transformed through real-time visibility, allowing Glowcroft to provide accurate updates without relying on manual reporting. This increased transparency and grew trust and collaboration with customers.



More Effective Use of Workforce

After implementation, teams were scheduled more effectively and spent less time on administration, allowing more time to be spent on value-added activities. As a result, the business was able to scale more effectively, managing increased operational complexity without a proportional increase in costs.



Improved Quality Control and Audit Readiness

Operational control was strengthened through digital workflows, which provided earlier identification of exceptions, more consistent quality checks and improved batch traceability. Audit readiness also became faster and more reliable as data could be accessed quickly and accurately.

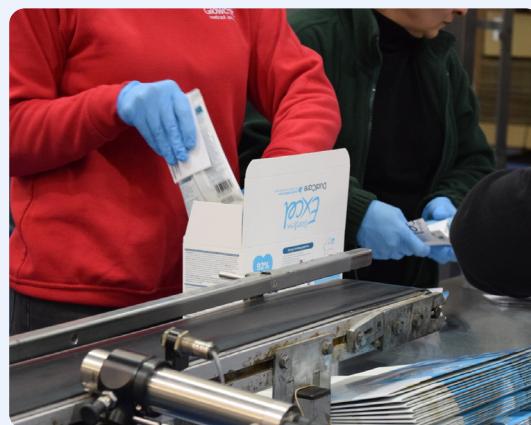
“After we introduced Nulogy, it changed my world completely. I now have access to more data, more detailed data, and we can access it at any point because it's there in Nulogy.”

-Sunil Yadav, Compliance Manager

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Strategic Impact

Beyond improving operations, implementing Nulogy allowed Glowcroft to change its position within the supply chain. The business shifted from service provider to collaborative partner, with customers involving Glowcroft earlier in planning and decision-making. Access to reliable real-time data led to more confident and informed decision making across the organisation, while standardised digital processes improved agility and allowed Glowcroft to respond quickly to changing customer needs. The implementation of Nulogy ultimately allowed the business to evolve without compromising on the quality and service for which Glowcroft is known.



“Being powered by Nulogy has been a game changer. Prior to that, we were very spreadsheet heavy. There was a lot of manual interaction. Now it's all in real time, completely digitalised through production, quality and BOM management.”

-Jayne Tarrant, MD

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To receive a free consultation on how Nulogy's Manufacturing Operating System can deliver results to your co-pack operation, contact us: