



## Kerridge CS appoints new Chief Support Officer

Kerridge Commercial Systems (KCS) has appointed Chris Owen in the new role of Chief Support Officer. Chris joins from JDA Software, a multinational company where, as Head of Global Delivery in Customer Success, he was directly responsible for the provision of Customer Services (Support & Cloud) to all of JDA's customers globally.

At KCS, Chris's goal is to create a leading support organisation by taking current best practices from industry and applying them to what is already a good support structure. He said, "The way you care for customers is evolving, with traditional methods being replaced by modern techniques and tools. For example, I'll be looking to develop a knowledge base where customers with more common problems can self serve on a 24/7 basis rather than waiting until a support analyst becomes available in office hours. Where further work is required we'll be working more effectively to identify what we need to do to provide immediate help, as well as what we can do long term to prevent a problem happening again."

KCS already employs around 200 people globally in a support capacity, mainly at the company's Berkshire HQ, as well as in Gateshead, South Africa and the US. Chris said he would be adding people to the team, investing in training and adding new processes, policies and procedures. "We'll also be sending key support leaders on the SGSA Support Manager Certification Programme to ensure we pick up the latest thinking among support managers," he said.

Chris was with JDA for 20 years. Prior to this, he was part of the team at Homebase that introduced the first loyalty card in the UK. Before that he worked for Sainsbury's where he was heavily involved in implementing barcode scanning.

Plymouth-born Chris is a Chartered IT Professional and a Fellow of the Chartered Management Institute. He is a qualified private pilot and, in recognition of the supervisory roles he has played at the Lord Mayor's Show, has been made a Freeman of the City of London.

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Chris Owen, Chief Support Officer,  
Kerridge Commercial Systems

### About Kerridge Commercial Systems (KCS)

We provide specialist software, services and support to deliver fully integrated trading and business management solutions to distributive trades customers, large and small – wherever they are in the world. Immersed in the distributive trades for over 40 years, our technical experts are thought leaders in trading and management technology, and our innovative and flexible approach ensures our customers partner with us for the long-term.

Our mission is simple: to design and deliver high performance, integrated ERP solutions that enable our distributive trade customers to source effectively, stock efficiently, sell profitably and service competitively.

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