



## Kerridge CS appoints new Operations Director

Kerridge Commercial Systems, a leading software provider to the merchant industry and a company that is undergoing a phase of substantial growth, has appointed Jose Duarte as Operations Director.

Jose has over 17 years of consultancy and management experience in professional services and operations with several large, multinational organisations.

He said, "Rapid growth needs to be structured and a key part of my role will be to further develop our Professional Services function by improving process quality and efficiency.

Our customers can expect smoother delivery of services such as implementations and upgrades and we will be looking to offer even higher levels of satisfaction."

Jose said from now on the company would also be offering well-defined packages of services. He has already introduced new expert-led 'Centres of Excellence' within the professional services group (PSG) to deliver high value and high impact services, while offering a higher degree of customer direct support. Customers who have already engaged with Jose have responded very positively to the new PSG structure.

He said, "I have also started the development of new career paths for the PSG team and am starting the merging of operational processes across our UK based acquired companies to enable us to work together as one team. Our people are highly professional and very committed individuals and I am thrilled to be part of the KCS family."

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- Jose Duarte, Job Operation Director, [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.

### Contact Kerridge Commercial Systems

UK +44 (0) 1488 662 000

Ireland +353 (0)1 469 3375

K8info@kerridgecs.com

www.kerridgecs.com