**Kerridge**
Commercial Systems

# Nordstrom Timber upgrades to integrated ERP system from Kerridge CS

Nordstrom Timber is the largest independent timber merchant in the City of Sunderland. Established in 1953 by Herman Nordstrom, the company has grown steadily since then through the leadership of Herman's son, Alan, and more recently Alan's son and daughter, David and Lynne.

**nordstrom**
TIMBER | JOINERY | KITCHENS | DIY

The company supplies both trade and retail customers from a large site in Hendon. A vast range of timber including C24 grade carcassing, dressed timbers, sheet materials, skirtings and mouldings is stored in one of two warehouses alongside the trade counter, a hardware showroom and a complete showhouse displaying kitchens and bedrooms, doors, windows and staircases. A second warehouse accommodates a joiner shop for the production of bespoke joinery and a machine shop where original interiors for heritage projects can be matched. Recently the company supplied all the interior joinery, including the hardwood paneling, used in the restoration of Sunderland's Roker Pier Lighthouse.

"We're most proud of our staff," said General Manager, David Nordstrom. "Most of them have been with us for several decades and have great knowledge and expertise of our trade. We're determined to stay on top of what we do and our customers know they can rely on us for good service and good quality materials that are responsibly sourced."

## Client Focus

- Nordstrom Timber is the largest independent timber merchant in the City of Sunderland. Established in 1953 by Herman Nordstrom.

- A second warehouse accommodates a joiner shop for the production of bespoke joinery and a machine shop where original interiors for heritage projects can be matched.

The Nordstrom team decided to upgrade to an integrated ERP system from Kerridge Commercial Systems (KCS) as the accounting system they had used for 25 years to manage trade and financial accounting lacked the functionality to make the business more efficient. Office manager, Denise Corah, said, "K8 will give us a full overview of the business all in one place. It will be easier to see what is and isn't selling and we'll have full visibility of stock so won't need to leave the trade counter or call customers back when they enquire about availability. It will make us more profitable too as we'll have better control over our margins."

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- Denise Corah, Office manager, Nordstrom Timber

# Nordstrom Timber



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- David Nordstrom, General Manager, Nordstrom Timber



David Nordstrom added, "We've been using a hand written manual till system for sales on the trade counter which means if the order has to be processed by a couple of different departments it leaves an opportunity for errors . Also with our joiner shop being in a different building, when K8 goes live across the business we'll be able to use the Works Order module to relay information and orders more efficiently as well as making sure we're earning a profit on every job."

David and his team were introduced to K8 by one of their major suppliers who also use it to manage their business. He said, "We spent the day with them which was a valuable reference. After we've gone live, we'll be able to start using different parts of the system such as suggested ordering and delivery management as we're ready to. Another reason for choosing K8 was its Web Builder online trading platform which we will use in the future."

K8 software is a fully integrated trading and business management solution used widely in the timber and builders' merchant industries. It combines a suite of modules including sales order processing, finance, stock control, E-Commerce, business intelligence, works orders and delivery management. The KCS team includes people who have worked within the timber industry for many years and have a complete understanding of its characteristics and challenges.

**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**

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