



“

Quite simply, without K8 we wouldn't have a business!

Anna Teis, Manager

## K8 is Key to Pimlico's Success

**Pimlico Plumbing & Heating Merchants (PPHM) is the principle supplier to Pimlico Plumbers, London's largest independent service and maintenance company. The company was established by plumbing entrepreneur, Charlie Mullins MBE, initially to provide Pimlico Plumbers with its own supplier of products and plumbing parts. However, as the company grew and developed, it soon became clear that PPHM could also meet the needs of independent plumbers.**

Manager, Anna Teis said, "We've been using K8 software from Kerridge Commercial Systems since the business was set up in 2014 and it's been a very successful system for us. It's so adaptable and does everything we need. We use it for processing cash and account sales, purchasing and booking in stock, quoting and running reports. All the team find it easy to use and I particularly like the way I can use it to 'tidy things up' like producing reports on negative stock, or quotes that we've not followed up. I also find the margin checker feature really helpful and we use it for every sale."

As a fast-growing, seven days a week business, one of the keys to PPHM's success has been the ability to offer an exemplary service to its customer base. K8 supports the PPHM team by helping them balance its stock levels. Anna said, "Ensuring we have the correct breadth and depth of stock is absolutely vital for our customers. If we can't supply, someone else will. We use the system to generate automatic stock orders with manual adjustments as required. K8 also enables us to order as and when necessary to service our customers - placing orders with our suppliers

once or twice a day is not unusual." K8 also aids the business by managing credit control and makes it easy for the team to set up new accounts, enabling trading with a new customer to start with minimal delay.

"In our business, we have to keep a tight grip on our debt position and if a customer doesn't pay us on time, we can be straight on to the situation and resolve things quickly. Across the business, if we spot anything that doesn't look right, we use K8 to investigate the matter and move on with minimal effort."

There's no question that K8 has been key to how PPHM has developed since opening. The system is at the heart of how the business operates and services its customers. "With its impressive functionality, the system is both highly capable and forgiving - an essential tool that we use throughout our working day. Quite simply, without K8 we wouldn't have a business," said Anna.