



K8 to make customers' lives easier at O'Connor's

Limerick based Tadhg O'Connor Ltd, one of the larger stores in the Topline group, is about to implement a new ERP system provided by Kerridge Commercial Systems (KCS). The family owned business operates two builders' merchant branches and a furniture store.



Business is split 50/50 between trade and retail customers and there are more than 600 trade account customers.

Managing Director, Eoin O'Connor said, "We're successful because our staff offer excellent service and our customers know they can rely on us having the right stock delivered in a timely fashion in perfect condition and at good value."

The 12-year-old computer system currently used by the company lacks the functionality to bring the business up to the level where Eoin wants it. "One of our guiding principles is to make our customers' lives easier," he explained, "and we want to be able to provide them with an eCommerce platform where, not only can they log in and place orders on line and get the same prices they would at the trade counter, but also have the ability to access their invoices, proof of deliveries, open quotations and standard orders etc."

Eoin was also looking for better stock visibility, seamless sales processing (with back to back purchase ordering for specials), greater accuracy with purchasing and tighter margin control. He explained, "We wanted a system that allows some flexibility over what level of discount can be given so we can manage our margin better and increase profitability. Once we're live on the system I believe K8 may help us achieve up to a 1-2% increase."

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Tadhg O'Connor Ltd



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K8 was also chosen because the sales team liked its look and feel. "We also felt that KCS were delivering a more bespoke solution with the potential to give us more flexibility than some of the more widely used systems in our industry," said Eoin.

The field sales team will be able to access the full system remotely and an ePOD module will allow Eoin's drivers to capture proof of delivery signatures 'on glass'. A suite of fully integrated reports will automatically deliver the most important KPIs to the staff who need them.

"Six months after we go live we plan to start online trading, and our goal is for 20% of business to come through that channel within 12 months. Our builder/plumber customers will be able to place orders in the evening rather than having to stop work an hour early to come and see us. With K8 not only will we have better functionality around sales, stock control, purchasing and credit control, the potential of having an online platform is also now within our reach."

Client Focus

- One of the larger stores in the Topline group
- Business is split 50/50 between trade and retail customers
- Family owned business operates two builders' merchant branches and a furniture store

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

Ireland +353 (0)1 469 3375

| K8info@kerridgecs.com

| www.kerridgecs.ie