



## K8 underpins growth strategy at Terry Howell

According to Craig Mayor, MD at Terry Howell Timber & Builders Merchant, there aren't enough words to describe the changes he expects the implementation of K8 software will make to the business!



Accepting that it will entail a huge transformation in the working practices of many of his team, he believes the benefits, in terms of visibility and accuracy across all business processes, will far outweigh any initial challenges caused by the introduction of a modern ERP system.

Terry Howell is an independent, family-run business operating five manufacturing, treatment and retail sites across South Wales. When Craig was brought into the business to manage a planned expansion strategy, he found he had joined a company with a reputation for offering exceptional quality, service and value for money to a very loyal customer base. Two thirds of the business involves selling timber to customers such as shed and fence manufacturers, with much of the timber components being hand crafted. The company also takes a sustainable approach to manufacturing, with all wood waste recycled in biomass boilers used to dry wet timber.

As is common in the timber industry, Craig also discovered sales transactions and stock control were managed using entirely manual processes. "Orders, even full lorry loads, were being phoned in and taken down using pen and paper," he said. "Stock control relied on physical inspections, people's 'guestimates' and hand written notes. I knew this approach was unsustainable if we were to successfully achieve our plans for growth."

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- Craig Mayor, Managing Director, Terry Howell

## News Release

# Terry Howell Timber & Builders Merchant



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- Craig Mayor, Managing Director, **Terry Howell**

Craig considered three ERP solutions before making his choice. "We chose K8 because of how its functionality is geared to our type of business, particularly around trading timber, but also because of the expertise of the individuals from the Kerridge CS team who presented it to us," he explained.

Stock control and reporting are the areas in which Craig is anticipating the biggest changes. "Having a suite of reports produced from our sales figures will enable me to keep my finger on the pulse of the business," he said. "And to have total visibility of all of our stock within the system will be a massive benefit. We run a complex business and buy in huge volumes of timber. We'll be able to accurately track it as packs get broken down and the timber is moved around the business to make different products. I'm also looking forward to the ability to manage and monitor our trade accounts more efficiently and accurately, particular in terms of pricing and credit control."

Craig has already created a new website for the business which offers customers delivered or collected online sales. "We may integrate this with K8 but that will be a project for the future," he said. Similarly, he's keen to adopt other digital solutions offered by Kerridge CS such as the ePOD app, which would process deliveries by the company's fleet of 16 vehicles, but these developments will follow implementation of the core package.

The 73 staff at Terry Howell may have to make some initial adjustments to their working practices, but Craig is confident the reward will be a successful and sustainable future for a business already established through its expertise and great customer service.

### About Kerridge Commercial Systems (KCS)

KCS provides advanced, fully integrated business systems, installation and support services for the manufacturing, wholesale and distributive markets. The company has over 40 years of extensive knowledge and experience of working with wholesalers, distributors and manufacturers across many sectors. The company's class leading solutions are functionally rich and highly flexible.

The KCS product solution set has a track record of delivering wide-ranging benefits including greater operational efficiency, cost savings and resource and asset utilisation, together with real-time information for management decision making.

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