

The lie of the land to change at KLK



Customer
KLK

Industry
Agriculture

Location
South Africa

Solution
Sage CRM, Sage 300 ERP and
Sage RMS

Sage 300 ERP Premium, Sage RMS, Sage CRM and Alchemex for Sage will be implemented at KLK, an agriculture company in the Northern Cape, as part of consolidating operations between its 23 branches and other diverse business interests.

Around the core of the business, which serves the needs of the farming and agricultural sector, KLK has interests in retail, building supplies, livestock, auctioneering, motor dealerships, petroleum and insurance. KLK's retail division is comprised of the trading branches and Build It franchises, and this division will be the focus of the first phase of the software implementation.

KLK is currently operating off outdated and internally-developed systems, which it has recognized are not meeting the growing needs of KLK. In addition, the other divisions of the organization are operating off third-party products which need to be consolidated into KLK's operations.

Challenge

KLK were operating off outdated and internally-developed systems which were not meeting the growing needs of KLK. In addition, the other divisions of the organization were operating off third-party products which need to be consolidated into KLK's operations

Solution

The implementation of Sage CRM and Sage 300 ERP gave KLK the complete end-to-end solution that they were looking for. It was able to effectively manage their core operational modules and streamline their business processes.

Results

Sage CRM meets the company's consolidation needs, and it provides management with accurate and real-time information on which they can rapidly base business and tactical decisions. The company saw an increase in efficiencies in the way information is prepared and distributed, as well as in the integrity of its data.

The biggest area of concern is that its 23 branches are located in remote areas where communication poses challenges. This brought the company into the market for a Point of Sale (POS) solution that could run off-line, but update the head office system on a daily basis. Sage RMS will provide a complete end to end solution, leveraging Sage 300 ERP and Sage CRM. Sage 300 ERP delivers the backbone to the solution that feeds POS and receives transactions from POS. Sage CRM lends itself to the credit control consolidation needs of KLK and its burgeoning stable of associated businesses.

The financial modules of Sage 300 ERP are powerful tools to help KLK confidently manage its complex finances, and the core operational modules, including inventory control and procurement management, will streamline the order fulfilment process. Sage CRM and Alchemex for Sage will do well to meet the company's consolidation needs, as well as provide management with accurate and real-time information on which they can rapidly base business and tactical decisions.

The value of the company's Build It franchises cannot be underestimated today - it is fast becoming a necessity for gaining and maintaining a competitive advantage because it provides insight into a company's business that other business applications can't. Companies that implement this product experience major efficiencies in the way information is prepared and distributed, as well as in the integrity of the data.

About Sage CRM

Over 15,000 small and medium sized companies across the globe use Sage CRM every day to accelerate sales, drive business productivity and make every customer interaction count. It is used by enterprising, growing companies seeking new ways to interact with customers, leverage the power of social media and take advantage of the latest mobile developments to further grow their business. When combined with Sage ERP, our customers enjoy better business insight, increased efficiencies and productivity, and gain a single, customer-centric view across their entire business. So whether you're just starting out or have already grown to several hundred employees, Sage CRM can help accelerate your business success.

Accelerate your business success with a free 30-day trial at www.sagecrm.com

