



Jeeves Kunde

KS Tools GmbH

KS Tools in brief

KS Tools is a leading international supplier of tools, workshop equipment and storage systems

more than 200 employees
9 subsidiaries worldwide

Heusenstamm, Germany

www.kstools.de

Jeeves Installation

Jeeves user since 2001
Number of users: approx. 80

Benefit

The introduction of Jeeves has led to an acceleration of the processes and has increased the effectiveness of each employee with exceptionally low running costs.

RAPID GROWTH

Always a bit faster than its competitors while offering the best value for money - that's the motto of the founders and managing directors Peter Kean and Stefan Schott. So the "garage company" that was founded in 1992 expanded to an internationally recognized tool company and brand name KS tools, which has since grown rapidly with annual double-digit rates.

They despite still do not know problems with inflexible ERP software: KS Tools has used the flexible solution Jeeves Universal for many years, which is always quickly and inexpensively adaptable to their changing requirements.

The company started in 1992 with a range of about 30 tools, in 2000 it was already 5000, today, there are over 27,000 items of various kinds in the central warehouse that has been expanded currently. Products range from hammer and chisel to a variety of sets of wrenches to special tools for cars, heating and plumbing, air conditioning technology, and industry in general. In addition, workshop equipment, storage systems and problem-solving approaches are offered. KS Tools has traditionally cultivated a close relationship to their customers, take part in decision-making: They get customized custom built sets or desired material in the shortest time. This is worth the effort: KS Tools has consistently recorded double-digit growth, has nine offices worldwide and distributes into 60 countries nowadays. The company buildings were extended several times, at the German site alone there are more than 130 employees.

Until 2000, the company had already gone through some changes, that confronted wholesalers at that time. But with the old ERP solution modern requirements could hardly be handled or automated. In the following selection of a new complete ERP software for the entire company special care was taken to get a powerful inventory control and BOM management, and full integration of financial accounting.

The final selection for a new ERP system left the then still independent Navision, and Jeeves. Jeeves software was awarded the contract, since the system was then already unusually modern and had integrated modules, offered a quick and easy upgradability in spite of individual adjustments and was able to handle inter company functionality. KS Tools bought all Jeeves modules from purchases and sales through light manufacturing to financial accounting for an initial 25 users.

INTEGRATED DATA = BETTER INFORMATION

As a result, the processes significantly accelerated, and effectiveness per employee increased significantly. "In the early days we had to write down the customer requests first, then obtain information and then call back the customer. That has changed with the new ERP. Because Jeeves all information is linked and integrated, the sales office can make qualified statements directly when customers request. Without leaving the order entry program e.g., you can reach with one click further modules, which explains all sorts of details concerning items or customer situation," explains Frank Hellenthal, IT manager at KS tools. Moreover, for the first time the order entry displays the entire pricing system of KS tools with all the specifics. "This knowledge now lays in the ERP system."

The subsidiaries of KS tools - first in Scandinavia and Great Britain - could seamlessly connect to the central server, saving hardware and maintenance costs on site. The resulting infrastructure requirements could be implemented easily with Jeeves. The high integration of the modules and the centralized data base also allow complex overall analysis.

EXTREMELY LOW UPDATE-COSTS

Also in the recent past KS Tools grew steadily and thus the requirements for the ERP. Nevertheless, it has held step at any time: "The simple way of customizing that Jeeves offers is very successful for us," notes Frank Hellenthal. Thanks to integrated development language and flexible user interfaces our internal IT department can usually make changes ourselves. KS Tools usually doesn't need external developers, so they save costs.

The customizations are stored in special site repositories of the system. "This allows that nothing is lost when doing updates, and the revised processes must not be re-done", is IT manager Frank Hellenthal satisfied. All that needs little time and also had impacted very positively on the current costs, "Our upgrade costs per user are exceptionally low. The update to the next release we will carry out completely without external assistance."

Meanwhile, 61 full- and 25 read-only users work with the system. Currently, KS is testing the output management tools via XML and the module Intercompany Transactions (ICT). With the upcoming release they want to install the extended warehouse management system, which, for example, can handle ABC storages better or optimize routes in picking. There is therefore neither the flexibility nor the cost side that would give reasons for changing the ERP system: "Our needs have always been covered by the newest standard upgrades, and our adjustments are upgradeable. So we keep to be one step ahead."

