Doubles Business with 30% Less Overhead Using Kechie ERP Software

Case Study

caitec

INDUSTRY

- Pet Products Manufacturing & Distribution

PRODUCTS

- Kechie Full ERP

KECHIE MODULES

- *Inventory Management*
- *Order Management*
- *Procurement Management*
- *Supply Chain Management*
- *CRM*
- *Customer Support*
- *Financial Management*

> "[The] Service, support, and responsiveness from My Office Apps has been outstanding. Overall, an excellent experience."
>
> **Rich Nornhold, VP of Operations**

Challenge

Caitec made the strategic decision to move from growing their business by double-digit percentages to doubling and tripling their business. This type of aspirational business growth required an Enterprise Resource Planning (ERP) solution to scale with their company quickly. This need for rapid implementation required the My Office Apps team to remove the complexity and streamline operations. They also integrated order processing, receiving, product location, shipping, and finance; be easy to implement and tuned to their operational requirements; and easy for new users to come up to speed and learn how to use the system. The demands of their custom design and manufacture of products for OEM customers, along with managing their manufacture and distribution to retail and direct-to-consumer outlets, had outstripped the capabilities of their QuickBooks-based system.

Solution

Caitec selected the full suite of inventory and financial management capability offered by My Office Apps Kechie cloud-based ERP software system over three other competitive systems.

Results Summary

- Implemented scalable ERP platform
- 30-35% reduction in operating cost
- Doubled business volume
- Optimized picking and warehouse management
- Optimized order processing and receiving
- Customized implementation to improve business processes

MY OFFICE APPS

Results

Rich Nornhold, VP of Operations, Caitec, has led the modernization of its manufacturing, inventory management, and supply chain systems. "We've refined our manufacturing process on the back end to make us as efficient at one unit as we are with a million units," said Nornhold. "What's important to our business customers is our responsiveness and our ability to work with them on any project that they can conceive." Caitec needed the same responsiveness from their ERP software supplier. "We quickly came to the conclusion that Kechie was going to be the best solution for us because the other software packages were - here's what you get, like it or lump it." My Office Apps team's ability to customize the implementation in the early rollout stages ensured the success of the project.

To achieve their vision of doubling revenue while lowering expenses, they need an ERP system that would allow them to change processes and implement those changes within the software system. Continue Nornhold, "We looked at four different options in terms of ERP systems and did a competitive comparison with pluses and minuses and a return on investment of each one and came to the conclusion that Kechie was going to be the best solution for us."

For example, Caitec needs an ERP system to help them optimize their inventory picking process. While their warehouse was laid out logically, the existing financial system wasn't location-based. Order entry and receipt of product required a manual entry process from spreadsheets. T he people in the warehouse would spend an excessive amount of time looking for inventory. With Kechie, EDI orders are now going automatically into the system. Caitec has been able to implement a location-based inventory and control its inventory numbers even as its volume has doubled. "Rather than having to bulk up our warehouse to meet customer fulfillment demands, we're able to manage that inventory more closely. Our inventory levels have come down, and our service levels have not dropped," added Nornhold.

A year and a half after implementing Kechie, Caitec could directly measure the impact on their business.
"We met our goal of doubling our business while reducing headcount and expenses 30-35%. To us, that was a direct saving due to implementing Kechie," continued Nornhold. "In addition to better inventory management and shipping, we've freed up a good bit of time on the front end of order processing. And because it's cloud-based, we can securely access Kechie from anywhere in the world, and now that everyone is living in a world of remote work, it's been a godsend."

"The overall cost was where we wanted it to be, and our staff came up to speed on Kechie during the implementation. Service, support, and responsiveness from My Office Apps has been outstanding," concluded Nornhold. "Overall, an excellent experience."

Company

Caitec Corporation has been leading the way in pet product innovation since 1992 by offering a wide range of high-quality, affordable pet products. Manufacturing their products and private label products for leading brands, Caitec is a leader in product design, value, quality, and customer service. While providing a broad range of pet supplies for birds, dogs, and small animals, Caitec is the world's largest manufacturer and distributor of bird toys.

"Experience the Kechie Difference."

About My Office Apps

My Office Apps, Inc. (MOA) is a leader in business improvement software solutions to automate your organization. Building on three decades of software design and development, MOA delivers Kechie™, a transformative business tool. Kechie is a fully integrated Enterprise Resource Planning (ERP) Software as a Service (SaaS) platform with a simplified user experience and the latest cloud technology. It is quick and easy to implement without the expensive price tag. Sold in separate packages - inventory and warehouse management, manufacturing, finance - or a fully configured ERP system to include all of these individual tools. Kechie is easily configured to the scalable needs of your growing business. Let us show you how to manage your business processes more efficiently and effectively.

Find us on:

facebook.com/myofficeapps

twitter.com/my_office_apps

instagram.com/myofficeapps

linkedin.com/company/my-office-apps