



**KC Solutions**  
Specialists In Accounts Integration

# Why do our customers love us?

With a 99% customer satisfaction rate coupled with our award-winning service, we know you'll love working with KC Solutions as much as everyone else does!



## Berhams Plumbing Supplies

**New stock management and EPOS system streamlines business for growth and expansion.**

### Project Requirements

- ✓ Multiple tablets to manage the stock room
- ✓ 10,000+ stock items managed
- ✓ Integration between stock, EPOS & accounts
- ✓ Multiple tills to manage trade counter
- ✓ Trade Hagggle functionality
- ✓ Customisable menus & functionality
- ✓ Fast implementation
- ✓ Integration with eCommerce
- ✓ Expert support on-hand
- ✓ A system which could grow in line with the business

Berhams Plumbing Supplies in Lewisham stock over 10,000 separate lines and provide expert knowledge and advice to the community across South East London.

The staff at Berhams were struggling to efficiently serve the growing number of trade and retail customers after moving to their new location back in 2016. With so many stock lines it was difficult to give the best customer service without knowing what was in stock, and what alternative products would suit. A lot of time was being needlessly wasted to meet the requirements of customers whilst offering the personal approach of an independent trade counter.

Planning to expand the business with a second site in the near future and increased requirement for a more streamlined customer journey on the web, Berhams were in desperate need of a seamless stock and POS solution. With more and more traffic to their website, stock visibility was becoming increasingly complicated often leading to the sale of out-of-stock items.

"We entertained 4 solutions, and chose KC Solutions as their software matched the vision of our company, and immediately we felt they would be the best fit to help us achieve our goal", said Rob Wicker, Operations Director at Berhams. He added, "I liked the fact that they understood our requirements and came to see how we worked, so they could scope the project to fit in with our other systems."

Berhams were passionate about keeping what was unique to them: the way they worked and their internal systems. "I thought that the way we worked could be seen as unique, but the KC Smart Stock and KCPOS products could be setup to fit us – other solutions would have forced us to change our special way of working."

Linking to Sage 50, the integrated stock and EPOS solutions immediately gave Berhams true visibility of their stock and main business processes, showing on-

demand reports at any-time on any device. From day one, they've eradicated the bottle neck in processing sales, enabling them to instantly serve more people. They're now able to easily barcode new items as they arrive and the built-in trade-counter "hagggle" functionality has been a revelation, allowing any of the staff to instantly calculate a minimum profit limit on-screen when customers want to haggle.

"From Googling to go-live, it was all wrapped up in 3 months," Rob exclaimed as he remarked on the customer experience with KC Solutions.

"[KC Solutions] were clear and concise, yet patient and accommodating with our questions and our need to have meetings outside of the 9-5 due to how busy we are. They understood that this was a huge time investment for us and an upheaval throughout the business, and worked with us every step of the way to make the transition as smooth as possible. I'm really pleased with what we've achieved together – the system does everything that we were told it would do, and more."

In the year since go-live of the solution, other key benefits of a truly integrated trade counter and stock room will start to show. Stock forecasting with seasonal shifts and automated reordering will make the whole supply and demand a simpler process. Trending reports and process dashboards allow for informed business decisions to be made quicker and the tedious and treacherous stock-takes have been transformed as they no longer have to close the store to do them.

"KC Solutions are our partners now. We can see that they are with us for the duration, and just to make things even sweeter, their support delivers a speedy, friendly and knowledgeable service whenever we need them."



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# Accounts Integrated Stock Management & EPOS Solutions

For Leisure & Tourist Attractions

Integrates fully with:



KCPOS



KC Smart  
Stock

## Look How KC Solutions Can Revolutionise Your Business

Maximise revenue, control costs & improve profitability with  
a truly integrated EPOS & Stock Management Solution.



Instantly update  
product details across  
multiple sites



Enable purchasing  
confidence through  
stock forecasting



Free up staff for more  
important tasks



Gain tighter control  
of your stock

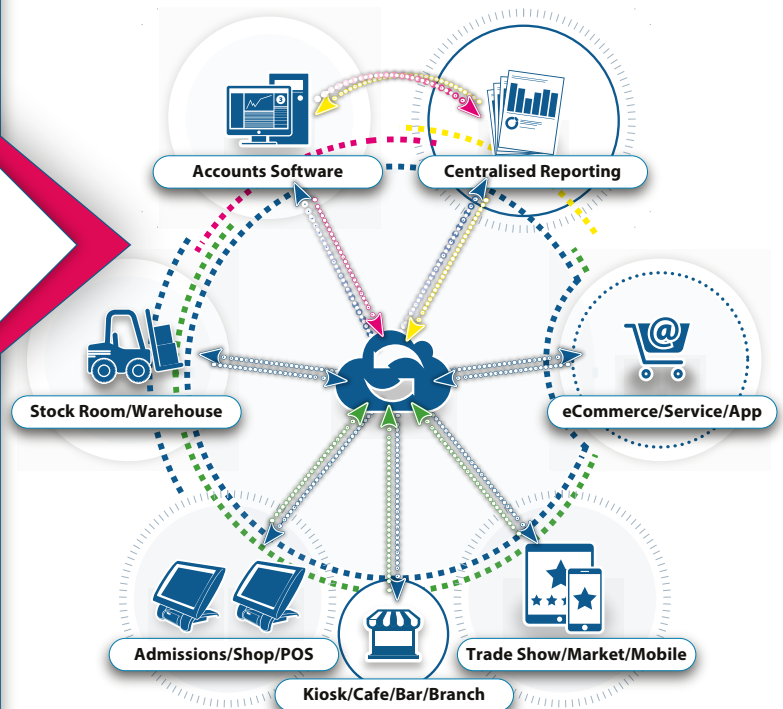


Effectively report on till  
operator performance



Save valuable time  
otherwise inputting  
data

## The Power Of A Fully Integrated Solution



Multiple Ticketing  
Options



Complete  
Marketing Suite



Full Reporting  
Functionality



Sell Tickets  
Online

**Extend Even Further With:**  
Native Integration To  
Digitickets & Magento



**Call us today**