kfa

CONNECT

IT that grows your business

Distribution Challenge

The Challenge

Vodafone needed to find ways to reduce distribution costs across all Sales Channels.

The IT systems needed to change to make decisions on which courier service to use, based on the products within an order.

The Solution

We performed a consultancy role, analysing existing equipment order data and collaborating with UTL, Vodafone's distribution partner, to identify potential costs savings.

The successful completion of the project, on time and within budget, saw Vodafone saving in excess of £500,000 per annum from their distribution costs.

Welcome

KFA Connect develops innovative software solutions.

We believe that making IT work for your business shouldn't be a chore! We look forward to getting to know you, understand how you operate and to provide the best solutions to help you **grow your business**.

The team at KFA Connect

"KFA Connect have helped to provide solutions to our distribution costs. We have this year seen many thousands of pounds saved by ensuring orders were on the most cost effective and appropriate service. KFA have built and provided a framework for next year's budget challenge of £1m, saved from our total forward logistics costs."

Gareth Williams
Senior Strategy & Planning Manager
Vodafone UK

What makes us different?

- We have been trading successfully for **30 years.**
- We are owner managed.
- All our teams are **UK based**.
- We have a high customer retention, having serviced three of our customers for over 20 years.
- We receive **100%** positive feedback.
- We aim to build long term relationships based on **trust, knowledge** and **reliability**.
- We react rapidly to market and regulatory changes.
- We work 'with you' not 'for you'.

SIM Activation

The Challenge

To enable corporate customers to connect a SIM using online self-service portal. The solution developed had to be able to verify that:

- The SIM had been supplied by Vodafone and was not already connected.
- The customer telephone number was not already in use and was available for requesting customer.
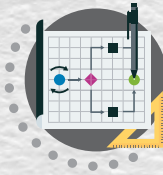
The Solution

- Analysis to determine systems utilised in process and the changes required to systems and interfaces.
- Preparation of system design and project management across affected platforms.
- Alignment of 3rd party development with modifications being made to Vodafone Corporate Order Management system.

Our process

We make engaging our services very simple.

It starts with a conversation (or two!), to establish project requirements, your business plans and what we can do to **help**.

An **understanding** of your existing systems and how they are linked will help us to put together a high-level plan with an idea of cost.

Once we have **agreed** on a plan of action, KFA will work with you to **deliver** the solution.

If we can't help – we will say so!

Integration of new eCommerce site with existing ERP system

The Challenge

To enable individual customers to access live stock figures and account specific pricing 24/7 and remove the need for manual updating of the system based on eCommerce activity.

To allow order, customer and stock information to flow seamlessly between the new Magento eCommerce site and existing ERP system.

Mitutoyo

The Solution

Changes to the customers Magento eCommerce system resulted in:

- Reduced processing costs.

- Enhanced take up of eCommerce site.

- Increased customer satisfaction and engagement.

Consulting

Our consulting services provide **independent**, expert advice that simplifies your decision-making. We offer:

- ERP Consulting Services
- Technical Consulting
- Management Reporting
- Order Processing & Management System Design
- Logistics System Design
- eCommerce Consulting
- Vendor Advocacy

We consult across many business sectors and have a well-earned reputation for finding creative solutions to complex problems.

"KFA have always gone above and beyond their duty, in order to understand our business and steer our solutions in the right direction"

Simon Francis
Senior Programme Manager
Vodafone UK

Design

We are experts in the field of **requirements gathering**, getting to know your business and how it works.

Understanding your business processes, your systems and how they are used enables us to recommend simple and effective system solutions.

The design phase of any IT project is the most important phase. If the design does not deliver the requirements then the development will be flawed. Time spent in design, clearly identifying requirements and how they will be met, pays dividends.
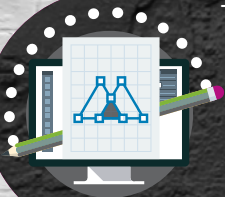
New eCommerce solution with ERP integration

The Challenge

Design and implement new Magento eCommerce solution with B2B and B2C capabilities and full integration of eCommerce solution with existing customer ERP system.

To integrate customer specific pricing with Jade sales agent functionality, ability to manage products and allow customers to purchase from online catalogues.

The Solution

- Gathering of full customer requirements, agreeing the website design before developing and testing the new eCommerce solution.

- We also provided system integration testing services to prove integrity of the ERP integration.

Development & Integration

Specialising in Business Application Development, eCommerce, Data Migration, BI Reporting and Systems Integration; we use our wealth of development experience to create solutions that work for you **now and in the future**.

Our team have delivered IT projects across a variety of business sectors and have a wide range of application skills working with systems including Sage, Xero, SAP Business One, TaskCentre and Oracle E-Business.

"We have been pleased with the extent to which KFA have worked closely with us to further develop the website as we explore with them the improved functionality available in the Magento product.

You have shown that you are good at listening to our aspirations and developing solutions."

Jeremy Meckiffe
Director
The Jade Group

IBM i - iSeries - AS/400 - Power 8

For over 25 years KFA Connect have looked after the iSeries development needs of Mitutoyo UK and telecoms giant, Vodafone – helping them stay ahead of their competitors in this fast-paced market.

Our IBM i services include:

- **Application & System Development** – Including RPG2, RPG3, RPG400, RPG ILE, CL, JAVA, MQ messaging & XML.
- **Web Integration** – Including Magento eCommerce.
- **Integration** – Including BI Reporting, Oracle, eBusiness, Siebel & numerous warehouse systems.
- **Software Testing** – Dedicated system & integration test team.
- **Application Support** – Available 24/7.

"KFA deliver a first-class service with a minimum of fuss."

Graham Horne
IT Manager
Mitutoyo

Testing

We have a UK based dedicated **system test** team, working independently of our developers to ensure all software is fit for delivery.

The team ensures that new systems meet requirements and will seamlessly integrate with your existing processes.

Our **ISTQB** qualified team also perform **System Integration Testing** services where SOX compliance requires independent 3rd party software testing. We provide our clients with fully managed software testing services, including detailed test progress and reporting.

Mitutoyo Emergency

The Problem

Our customer was informed late on a Friday evening that their hosting provider had entered insolvency, they were advised to back up their site and make alternative arrangements as servers were being switched off imminently.

The Solution

With no notice, we acted immediately to run up a virtual server and a holding page.

A full download of data from the original site was taken and by the Tuesday morning the Mitutoyo site was live and once again receiving orders.

Mitutoyo

Support

We provide **24/7** UK based application and hardware support for our customers.

Our team provides regular system checks using **remote monitoring** software to ensure your business-critical systems are always available.

Recognising that not every business needs ongoing support, we also offer ad hoc support for those especially busy periods – such as a new product launch.

So, whether you need 24/7 support or someone to help out on demand, we'll tailor the support solution to you.

"KFA really went above and beyond the call of duty. They assured me that the site would be back online by Tuesday morning and they were as good as their word."

Graham Horne
IT Manager
Mitutoyo

order&out

Order processing made easy!

If you handle B2B orders manually, manage your business using spreadsheets and can only take customer orders in normal business hours, then Order & Out is for you.

Order & Out is a cloud based Order Management system, designed to help you grow your business.

With our 30-day **FREE trial**, you can be up and running and improving your processes instantly.
Then it's just £49 per month regardless of the number of users.

www.orderandout.co.uk   info@orderandout.co.uk

"KFA are a very helpful team. We have been working closely in the development of their Order & Out software where they have been listening closely to what we actually need. It is clear in these early stages that this software could greatly streamline our processes."

Rupert Holloway
Conker Spirit

order&out

Features
- Upload your customers, products & prices quickly and easily.
- Manage stock levels with real-time visibility.
- Integrated with Xero.
- Courier Integration.
- Track orders & view stock transactions.
- 30-day **FREE trial**.

Benefits
- Increased level of customer service.
- No contract - can cancel at any time.
- No software or hardware required.
- Allows you to take orders 24/7.

Only
£49
per month

ORDER & OUT

Missing Orders

The Challenge

To resolve integration issues between online channels and back office SAP ERP system which was leading to missing orders.

The challenge was to collect online orders seamlessly and process through to the existing ERP system, ensuring no orders go missing with 100% accuracy.

The Solution

An issue, which had been ongoing for months was resolved within 48hrs.

- Enhanced accuracy and speed of data flowing to ERP system.

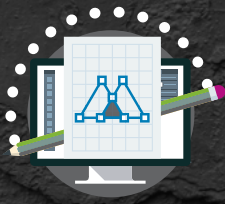- Reduced processing costs and negated the need for manual input.

BIKE IT

kfa CONNECT

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Consulting

Design
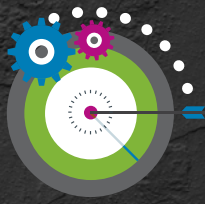
Development
& Integration

Testing

Support