



KIC LLC

Wheel End Provider Enables Self-Service Supply Chain Management with zed Vendor Portal, Triples Business in under 10 Years.

“ zed Vendor Portal allows us to extend the value of SAP Business One to our vendors. Our vendors around the world can update our SAP Business One application so that we can easily allocate and track production across multiple time zones. ”

Grant Hatton, Senior Vice President, KIC

Company



Name: KIC Group

Industry: Design, engineering and distribution wheel end provider that serves the Class 8 truck, trailer, transit/school bus, and suspension original equipment manufacturers and associated aftermarkets.

Implementation Partner: Vision33

Implemented Solutions:
SAP Business One, zed Vendor Portal

www.kic-group.com

Summary

- Steady and manageable growth with a scalable solution
- Streamlined business operations to grow the company without additional overhead costs
- Easily manage overseas vendors with automatic updates in a vendor portal
- Accurate, real-time reports on vendor performance

Customer Profile

KIC is a commercial vehicle wheel end provider for Class 8 trucks, trailers, transit and school buses, and suspension original equipment manufacturers and associated aftermarkets. Based in Vancouver, Washington, KIC has supplied components and engineering design services to companies in the wood product, materials handling, and international truck parts aftermarket industries since 1972. Unlike traditional manufacturers, KIC's design and distribution business model enables the company to be agile in its operations. Without the overhead of a plant and personnel, KIC's business has the flexibility to make quick business decisions and react to changing market demands. However, this requires visibility throughout its supply chain. They need to be able to work closely with vendors in different time zones to ensure delivery of high-quality products to the end customers.



The Challenge

As a design and distribution company servicing the U.S., Canada and Mexico, KIC must effectively manage longer supply chain logistics and lead times. For KIC, having accurate inventory data is critical — knowing stock levels, delivery location and manufacturing lead time requires more planning. KIC's previous business management system required employees to manually enter data provided by personnel and vendors. From the time an order was placed, an employee would manage the entire transaction through each step of the supply chain until the products were shipped and the customer invoiced. Unless the leader of a transaction was consulted, it was very difficult to discern the present status of an order. As KIC continued to grow, scalability became a challenge because manual processing increased the risk of human error.

Each month, KIC has upwards of 300 container loads of product moving across the world at any given time. As a result, they must constantly exchange information with their vendors in other countries to ensure all items are on schedule. When KIC places an order, they allocate the production of the item to one of their vendors and schedule the goods to be shipped as quickly as possible. Without an integrated system in place, KIC and their vendors experienced a delay in the information exchange that, in turn, would delay production.

The Solution

KIC chose SAP Business One because they needed an affordable business management system to connect all areas of its business and remove information silos. Once SAP Business One was implemented, the benefits were immediate. In the process, KIC was able to build a more organized company structure to manage its customer orders with accurate, real-time information. Each transaction now goes through the sales, logistics, and accounting departments automatically instead of having a single employee responsible for processing it all manually. Staff members from each department can then run detailed reports and get an accurate status on the transaction.

KIC also implemented [zed Vendor Portal](#). KIC's vendors can log into a website, enter the status of the items, and that information updates KIC's SAP Business One application directly. This, in turn, updates their sales orders, purchase orders, delivery dates, and more. KIC is now able to get real-time updates online so that when they start their day in the morning, they have all the overnight updates that their vendors have provided right at their fingertips.

zed Vendor Portal also allows KIC to run reports on vendor performance every month to ensure that their vendors are helping them provide top quality wheel ends to their customers. They can check on the availability of their goods and check on the status of all of their current products. KIC can easily identify their top performing vendors and their workload capacity, so that KIC can make faster, more informed decisions when it comes to assigning vendors to new projects.

SAP Business One and zed Vendor Portal made it possible for KIC to triple their business in under 10 years. zed Vendor Portal gives KIC the flexibility they need to truly streamline their business processes. It provides KIC with the real-time data they need to better manage their supply chain and alleviate employees of the extra time spent on manual data entry. Now, the company can focus more time and effort on what really matters – creating a top quality, dependable product for their customers.

zedSuite

For small to mid-sized enterprises worldwide, zedSuite is a premier integration partner for extending the capabilities of SAP Business One beyond the walls of your business. Through the right balance of solution integration and customization, zedSuite empowers businesses to provide the best value they can to their own stakeholders through SAP Business One, the web and beyond. To find out more, visit www.zedsuite.com.

Vision33

Vision33 helps you to challenge your business processes and find efficiencies that help you attain your business goals and vision for growth and success. Vision33 is a business process implementer and the leading global provider of the SAP Business One enterprise resource planning (ERP) solution for growing businesses and subsidiaries of large enterprises.

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