

At a Glance

Company

KCR Builders Providers is a family owned & run business going back 4 generations. They specialise in providing quality, Irish-sourced products for DIY & the trades. The company pride themselves on their superior level of hands-on customer service.

Pain Points

KCR Builders Providers required multi-branch functionality to grow their business which Agility didn't adequately cater for. It also didn't offer the level of credit card integration they required. Other shortcomings included on-going support issues & problems when upgrading to new releases.

Solution

Intact iQ has given KCR Builders Providers much greater control of their business & crucially better stock management. They've gained more insight into their true pricing & margins and overall love its ease of use & potential for the future.



**KCR Builders Providers
Homevalue**

"Intact iQ is streets ahead of what we had and more progressive than anything else on the market. We now have the same functionality available to us that bigger companies have been using for years. It's up to us to utilise it"

Dave Gavin, Managing Director, KCR Builders Providers

Company challenges

Running at total capacity in their current premises, Dave Gavin, Managing Director of KCR Builders Providers had two choices; stay as they were or look to grow their business. Dave felt they were ready to grow but knew their current Agility system had significant shortfalls inhibiting their expansion. Agility did not offer adequate multi-branch capabilities, support was an on-going issue and when upgrading to new releases of the software, problems arose every time. After talking with all major software vendors in Ireland, it came down to Kerridge and Intact. Intact iQ was chosen for its credit card integration, multi-branch capabilities and 'big company functionality' at an acceptable price point. Supporting an Irish company with 50 employees based in Ireland, who were already working with some big names in the industry, were important deciding factors in his decision also.

KCR Builders Providers Experience Now

Intact iQ has brought every aspect of KCR Builders Providers business together into a single system. With new controls in place they have already improved stock management. Dave Gavin has also gained more control over credit limits, margins & more importantly, his cost price. Their trade counter has been simplified to a custom menu of just 12 boxes, improving the user's experience. Dave Gavin finds product descriptions are now simple & easy to include & important product datasheets easily attached & sent to customers. The system has been openly embraced by all staff, from recent additions to someone who's been there 17 years. Not only is Intact iQ found to have a much better look & feel to it but is noticeably more flexible & user-friendly compared to their previous system. Over time Dave intends to capitalise on all the functionality available within the system & in due course look at future bespoke tweaks to further develop ways of increasing sales at the trade counter.

Key Benefits

Visibility of information

Flexibility to customise individual end user screens

Ease of use



"I love that I can now see my true margins, true prices & have more product information stored per product and customer"
Dave Gavin, Managing Director, KCR Builders Providers