

## SAP Customer Success Story Kerry-ITS Terminal Pte Ltd



### AT A GLANCE



#### Industry

**Maintenance, Repair and Overhaul of ISO Tanks**

#### Key Challenges

- Rigid system
- Lack of inventory control
- Poor financial reporting

#### Project Objectives

- Increase employees' productivity
- Produce timely and accurate financial reports
- Eliminate errors and gain better control of inventory

#### Solutions & Services

- SAP Business One®
- Inecom Extended Modules; Routing & WIP, Purchase Requisition, Reporting Package, GL Consolidation

*"Our previous system was very rigid and unable to be customised. We still needed to run much of our business manually, which was time consuming and prone to human errors. SAP Business One came at the right time to solve our problems."*

– William Loh, Managing Director

#### Kerry-ITS Terminal Pte Ltd

Founded in 1987, Kerry-ITS is the leading service provider in world-class ISO tank cleaning and repair services in the Asia Pacific region.

ITS Terminal, as it was known, merged with the Kerry Logistics group in 2009 to expand its reach across Asia Pacific. With its headquarter strategically located in Singapore, Kerry-ITS operates a depot of 10,000 square meters. Other operational facilities include China, India, Thailand and Vietnam.

While there are many ongoing challenges Kerry-ITS faces such as strict environmental standards and laws enforced by the environmental agencies, the pressing one which faced them in 2010 was their outdated I.T. infrastructure.



#### Motives for Change

Kerry-ITS had, for the previous 10 years, been operating on a local accounting system. The system was hugely inflexible, disallowing any customisation and lacking any advanced reporting tools to provide in depth financial information.

On the operations side, the consequences were even more pronounced. The functionality did not cover its production process and, therefore, all Bill of Materials were stored and amended on excel.

*"There was a lack of real-time data and information was disorganised and hard to obtain. Without advanced ERP functionality, we were forced to manually update our inventory and Bill of Materials. That in turn brought the risk of human errors and inaccurate data."*



## AT A GLANCE



### Why an SAP Solution?

- **User-friendly**
- **Easily customised**
- **Reliable world class solution**

### Key Business Benefits

- **Ability to achieve accurate and real-time reports quickly**
- **Improved employees' productivity**
- **Gain full control of data flow within the company**

### Implementation Partner

- **Inecom Business Solutions (Singapore)**

### Previous Environment

- **Local Accounting System**

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## Evaluation

Kerry-ITS had short-listed two other systems when they invited Inecom to present the SAP Business One solution. They were Sun Logistics and Microsoft Navision.

*"Having been through the experience of a system that you could not customise, we were determined to have a system that offered flexibility. SAP Business One was better suited to us as we could easily configure or customise the system, even sometimes by ourselves. The others didn't offer that."*

While SAP was the favored product, the crucial decision making factor was the enhancements offered by Inecom.

*"The Inecom Modules; Routing & WIP, Production Scheduling, Purchase Requisition, Reporting Package went above and beyond what other vendors could offer and they were relatively affordable."*

Although there were initial concerns over the cost of SAP products and perceived complexities, these were quickly dispelled upon realising that SAP Business One, the newest SAP offering, was focused on the SME sector and represented considerable value and a comparatively short implementation time. Kerry-ITS confirmed the order with Inecom in December 2010.

## Implementation

The project objectives were to increase employees' productivity, produce real-time and accurate financial reports and gain better control of inventory.

Inecom's team with a history of successful implementations in the manufacturing and MRO sectors managed the process effectively, with a focus on delivering those project objectives.

*"The consultants from Inecom were very professional, they knew what they were doing."*

Mr Loh was particularly impressed by the standard of training provided to the staff. Some of whom were notably inexperienced on modern ERP systems.

*"The trainers were dedicated and patient; they took whatever questions we had and answered them as clearly and precisely as they could."*

## Results

Kerry-ITS went live in April 2011, and post implementation reviews showed that around 90% of the employees at Kerry-ITS were very satisfied with the new system, mainly due to the lightening of their workload.

*"Our employees were able to gain instant and accurate information easily, which allowed them to analyse statistics quicker and gain immediate reports on areas such as our sales performance."*

Another significant benefit includes Kerry-ITS's productivity, 2 to 3 staff were able to be relocated, almost immediately, to other jobs as a consequence of the implementation.

It is for this reason that the Kerry team intends to roll out SAP Business One to its China, Thailand, Vietnam & India operations in the coming years.