

From pencil and paper to a modern store solution

Kvik A/S sells kitchen, bathroom and wardrobe units from more than 90 stores in eight countries. All the stores are serviced from the chain's head office in Vildbjerg, near Herning, Denmark.



The stores have online access to the head-office IT systems so they can rapidly handle all procurement, logistic and stock management processes. LS Retail is the lynchpin of the retail solution generating significant resource savings.



“Previously, it could take store employees up to 3-4 hours to check the incoming orders and then order the items required from the central warehouse. Store administration generated piles of paperwork that were not easy to deal with – and constantly tied up a great deal of resources. As the business was growing rapidly, head office was well aware that the manual solution was untenable in the long term. So we decided to look for a solution that could make administration more manageable” is the statement from the central IT department in Kvik A/S.

Kvik A/S’ in the central IT department is highly satisfied with the growth achieved over the past five years, which has topped 30 per cent per year, even though such a growth rate makes high demands on the solutions for which the IT Department is responsible.

“Fortunately, it looks like this growth is set to continue, and we will soon be opening additional stores in more countries. In this context, a reliable and flexible IT solution is the be all and end all in ensuring that we do not have to reinvent the wheel every time we open a new store.”

A retail solution to lighten the workload

The introduction of LS Retail has made it straightforward for the sales staff at Kvik stores to get access to all item numbers and prices. The solution makes it much easier than before to issue invoices, prepare offers, send order confirmations and other tasks.

Facts about the solution

- Microsoft Dynamics NAV (Navision) Back office users
- LS Retail (previously Info-Store) 500 POS users
- 125 stores in 10 countries
- 20 Citrix servers
- 150 Kyocera printers
- 125 Wincor Nixdor IPOS machines

The solution also features a built-in stock management function that provides a complete overview of which items are in stock at local warehouses and which items need to be ordered directly from the central warehouse.

“There is no doubt that the stores’ ordering routines have improved. Processes that previously took hours can now be completed in just 15 minutes. And we have succeeded in minimizing the errors that are often unavoidable in a manual system.”

Stock management is cash in the bank

When everything had to be done manually, stores often ordered excessive stocks of specific items – just to be on the safe side. LS Retail has put a stop to that, with great effect.

“When stores order items now, they do so on the basis of what they actually have to deliver over the coming week. And the system automatically checks what is in stock at the local warehouses. This makes significant reductions in the volume of items tied up in warehouses. Since the introduction of the new system, we have actually taken specific measurements in two status reports, and it transpires that in hard cash, we have saved between 30 and 40 per cent simply by improving our stock control.”

An efficient process

Once the decision was taken to introduce LS Retail, it did not take long before the first store logged onto the system. “I think it took longer for us to scan the market and evaluate the various solutions on offer than it did to implement the system we chose.”

Kvik A/S prepared the top-level specification of requirements themselves. However, during the process, they took inspiration from the opportunities inherent in LS Retail.

“We discussed many different ideas with NORRIQ, who also performed the final implementation of the solution. In my opinion, NORRIQ works professionally and consistently with the tasks at hand. And the company has proved adept at understanding our business and our particular requirements for a solution that needs to operate in a wide range of countries for many years.”

Kvik’s latest project with NORRIQ is an upgrade to the latest versions of Microsoft Dynamics NAV 4.0 and LS Retail 4.2, which will be implemented in all eight countries in 2007.

