

5 proven approaches to grow your Distribution Business with the right solution

Your business. Your way.



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5 proven approaches to growing your Distribution business

- Enterprise Resource Planning (ERP) systems are commonly used for financial management, with tools for accounting, budgeting, and financial reporting.
- However, a business solution should offer more than just financial oversight – it should drive growth by improving the buying experience, automating and integrating processes, and enhancing decision-making.
- It should allow you to grow your business with ease.

This eBook details five ways to leverage your business solution to grow your business profitably.





5 proven approaches to growing your Distribution business

1



Choose a point-of-sale that fulfils all sales opportunities




2




Uncover growth opportunities with actionable data insights




3




Maximise your order intake with optimal availability




4




Empower your on-the-ground teams to deliver exceptional customer service



5



Grow from 10 to 1,000 locations with a solution that scales with you



Bonus: Strategy

6



Deliver uninterrupted sales with offline POS capabilities





Approach 1: Choose a point-of-sale that fulfils all sales opportunities

The Challenge

Handling diverse order types – everything from drop shipping to in-store purchases – requires precise coordination across various stock locations. This is a challenge for traditional systems, leading to a limited range of options for customers and decreased satisfaction, with potential upsell and cross-sell opportunities overlooked. Inadequate order processing also leads to delays, high operational costs, and disruptions in service.



How the right solution solves this



Approach 1: Choose a point-of-sale that fulfils all sales opportunities



What our customers say



Approach 1: Choose a point-of-sale that fulfils all sales opportunities



1

Meet your customers' needs without being constrained by your stock

Real-time visibility and availability of inventory across branches and warehouses allow you to offer products that are not physically in stock, so you can always fulfil customer demands. Orders can be fulfilled from multiple locations, from in-store pickups leveraging interbranch stock transfers to direct supplier shipments.



What our customers say



Approach 1: Choose a point-of-sale that fulfils all sales opportunities



2

Handle all order and delivery types with one click

Your advanced Point of Sales (POS) system should handle all order types. This includes converting between different measurement units, splitting orders into components and tracking whether items are fulfilled from existing stock or require back-to-back ordering. The system should also support both immediate and deferred collection.





Approach 1: Choose a point-of-sale that fulfils all sales opportunities



3

Boost sales with targeted product recommendations

To significantly increase average order value and sales, configure recommendations to appear during the ordering process based on links you create between complementary products, so that you can cross and upsell. Use customer data to highlight products frequently bought together and ensure your sales team is always informed.





Approach 1: Choose a point-of-sale that fulfils all sales opportunities



4

Guarantee your customers' loyalty with fast and accurate order delivery

Inaccurate inventory data is often the weakest link in fulfilling orders. Ensure every order form is accurately processed and linked to real-time inventory data by integrating order management with inventory, product picking, dispatching, and order forms. This accelerates order placement and processing without compromising accuracy, ensuring customers receive their orders on time, every time, enhancing satisfaction and fostering loyalty.



What our customers say



Approach 1: Choose a point-of-sale that fulfils all sales opportunities

What our customers say

“Turnover has doubled in the seven months since K8 was implemented and, although I can’t put that all down to K8, there’s no way we could have managed the current level of business using the old system.”

TRADING  **DEPOT**.co.uk



Checklist





Approach 1: Choose a point-of-sale that fulfils all sales opportunities

Your modern business solution must:

- 1 Handle a variety of transaction types and allow you to sell products that are not physically in stock
- 2 Support both immediate payment and deferred collection options
- 3 Fully integrated order management processes with inventory and dispatch
- 4 Support automated cross-selling and upselling



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Approach 2: Uncover growth opportunities with actionable data insights

The Challenge

Data is the backbone of every critical decision – whether you're managing inventory, negotiating supplier contracts, or refining customer service – and is crucial for sustainable, profitable business growth. However, many businesses struggle with fragmented data systems that prevent them from fully capitalising on their data. Key insights are lost, making it difficult to refine growth strategies, optimise margins and stay competitive.



How the right solution solves this





Approach 2: Uncover growth opportunities with actionable data insights





1

Access actionable insights from cross-departmental data on one platform

Ensure all stakeholders, from warehouse staff to sales managers, access consistent information, whether they're in the office or on the move, by consolidating data from all functions – sales, inventory, suppliers, logistics, and financials – into one comprehensive platform. Deploy advanced analytics tools that convert raw data into actionable insights driving profitable growth.

- **Identify underperforming products:** Discover which products are not meeting performance expectations, allowing you to adjust inventory levels, reallocate marketing resources, or renegotiate supplier terms to improve profitability
- **Forecast demand trends:** Analyse historical data to predict future demand patterns, allowing you to optimise inventory levels and reduce stockouts or overstock situations that can erode profits
- **Pinpoint cost reduction areas:** Discover areas where costs can be trimmed, whether in procurement, operations, or supply chain management



Approach 2: Uncover growth opportunities with actionable data insights



2

Tailor operational strategies with customised reports

Precisely adjust operational strategies through tracking of key performance indicators (KPIs) in real-time with customised reporting and dashboard capabilities. Generate reports relevant to your business such as sales by region, inventory turnover, and specific profit margins.



What our customers say



Approach 2: Uncover growth opportunities with actionable data insights



3

Enhance marketing and sales strategies with customer segmentation

Improve campaign performance by targeting marketing and sales efforts on high-value or high-growth potential customer segments. Use the analytics to divide your customer base according to their value and growth potential, enabling more focused outreach.



What our customers say



Approach 2: Uncover growth opportunities with actionable data insights



4

Retain historical data for long-term strategic planning

A complete data history allows businesses to track trends, recognise patterns and monitor long-term performance. Record and retain every piece of information, whether it's transactional data, operational details or financial records, regardless of changes, such as expansion, relocation or restructuring.



What our customers say



Approach 2: Uncover growth opportunities with actionable data insights

What our customers say

"We love Vecta and the visibility it gives of our business. Management have the detail needed for informed decision making and providing direction to the team; the sales team have an instant view of their territory trends and opportunities and are fully prepared for every customer conversation."



Our sales team now instantly have a clear view of opportunities with our customers. They can easily identify products that individual customers should be buying and track and compare customers to help us to fill gaps and win business. It's a great tool that helps us to provide top class customer service.



10 KPI's





Approach 2: Uncover growth opportunities with actionable data insights

10 KPIs that will maximise your business performance

1	Inventory turnover ratio	Measures how effectively inventory is managed
2	Order fulfilment cycle time	Tracks the time taken to complete an order from placement to delivery
3	Gross margin return on inventory (GMROI)	Indicates profitability relative to inventory costs
4	Customer order fill rate	Assess the percentage of orders fulfilled from available stock
5	Sales per warehouse square foot	Evaluates revenue generation efficiency in warehouse space
6	Days sales outstanding (DSO)	Reflects the average number of days to collect receivables
7	Supplier lead time	Measures the time taken by suppliers to deliver goods
8	Backorder rate	Tracks the percentage of orders delayed due to stockouts
9	Profit margin by product line	Analyses profitability across different product categories
10	Customer retention rate	Monitors the percentage of repeat customers over time



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Approach 3: Maximise your order intake with optimal availability

The Challenge

Inventory management directly impacts cash flow, customer satisfaction and profitability. However, many companies struggle with inventory-related challenges, such as overstocking, stockouts, inaccurate demand forecasting, and excessive carrying of costs. These issues lead to wasted resources, lost sales opportunities, and decreased competitiveness.



How the right solution solves this





Approach 3: Maximise your order intake with optimal availability

01

Maintain optimal stock levels through live inventory tracking

02

Position your inventory to meet demand

03

Eliminate paper-based processes and gain control

How the right **solution** solves this



What our customers say



Approach 3: Maximise your order intake with optimal availability



1

Maintain optimal stock levels through live inventory tracking

Real-time visibility into inventory levels across locations, whether in warehouses, retail outlets, or in transit reduces the risk of overstocking or stockouts. Businesses can check stock levels quickly and make informed decisions.





Approach 3: Maximise your order intake with optimal availability



2

Position your inventory to meet demand

To drive low lead times and high customer satisfaction, utilise suggestions for storing specific products both within and across sites based on current levels, historical sales data and demand forecasts. Stock becomes available where it is most needed, and optimised inventory distribution also allows businesses to reduce dependence on central warehouses and avoid their challenges and costs.





Approach 3: Maximise your order intake with optimal availability



3

Eliminate paper-based processes and gain control

Integrating your solution with handheld devices and automating key processes – from receipts and put-away to picking, packing, and dispatching – significantly reduces reliance on paper. Businesses can handle stock checking and manage shortages directly through the devices. This minimises manual data entry, accelerates process times and the reconciliation of accounts and enhances the accuracy of inventory management. It supports environmental and sustainability efforts and reduces expenses associated with paper procurement and disposal.



What our customers say



Approach 3: Maximise your order intake with optimal availability

What our customers say

"This helps us streamline our operations and optimise our inventory. And that task would be so much more difficult if we didn't have K8. So be it through moving, monitoring, buying or selling, the stock management facility within K8 is a real strength and creates value for us."

Tile FLAIR
Create Something Beautiful

"K8 ePOD has been revolutionary for us in that there's no filing back at branch, so it's saving a huge amount of time. Filing all the paperwork used to be the branch junior's Saturday morning job - that's all gone now."



WATCH

Grant & Stone



Key ERP capabilities





Approach 3: Maximise your order intake with optimal availability

Key ERP capabilities for inventory optimisation

- Real-time inventory visibility across all locations
- Automated replenishment based on set thresholds and seasonality
- Optimised inventory distribution across multiple sites and space utilisation
- Technology as a facilitator, not a barrier, for staff
- Role-based task allocation and management



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Approach 4: Empower your on-the-ground teams to deliver exceptional customer service

The Challenge

Field operations, delivery, sales, and service are challenging to manage. Without real time access to data, field teams struggle to perform their tasks, leading to errors, delays and missed opportunities. The root cause is often outdated or disconnected systems that fail to provide timely and accurate information.



How the right solution solves this



Approach 4: Empower your on-the-ground teams to deliver exceptional customer service



What our customers say



Approach 4: Empower your on-the-ground teams to deliver exceptional customer service



1

Make quick and informed decisions with real-time mobile info

The best field service teams can manage appointments, capture orders, and update records on the go, significantly improving response times and enhancing customer interactions. Equip your field teams with instant access to crucial data - inventory levels, pricing, and customer information - right from their mobile devices.





Approach 4: Empower your on-the-ground teams to deliver exceptional customer service



2

Eliminate legal disputes with unambiguous transaction records

Reduce disputes by offering clear, timestamped records of deliveries accessible online. A digital proof of delivery, including electronic signatures and dispatch notes, provides irrefutable evidence of completed transactions. This not only resolves disputes swiftly but enhances accuracy and accelerates invoicing and payment processes.





Approach 4: Empower your on-the-ground teams to deliver exceptional customer service



3

Optimise resource allocation with fewer, simpler processes

Supply chain directors aim to reduce supply chain steps and cut processing times. Mobile apps automate the booking of purchase orders and managing invoices, cutting down manual tasks and reducing errors. This enhances staff productivity and resource utilisation, allowing less experienced personnel to manage tasks previously requiring specialised skills.





Approach 4: Empower your on-the-ground teams to deliver exceptional customer service



4

Enhance service delivery with precise order processing

Mobile apps simplify customer order picking. They provide real-time guidance to staff, directing them to precise bin locations and verifying product selections through barcode scanning, reducing the risk of picking errors. Stock levels are updated instantly as items are picked, ensuring inventory accuracy, and batch picking allows multiple orders to be processed simultaneously. Order fulfilment is accelerated, and overall service reliability is improved.



What our customers say



Approach 4: Empower your on-the-ground teams to deliver exceptional customer service

What our customers say

"ePICK is so simple. We're constantly recruiting additional team members but whoever we bring into the business can use ePICK with very little training. It's a secure and robust solution, and all the details of the picks come through to us instantly in the back office. So, for us, having our sales and transport teams see where we're up to is fantastic."



WATCH

E.TUPLING
THE LEADING DISTRIBUTOR TO INDEPENDENT MERCHANTS

"K8 ePOD has streamlined our processes significantly. We no longer need to produce paper documents for our drivers, or sort and file delivery notes on their return. All delivery information is on one screen. It's a real time-saver."

HOWARTH TIMBER
& BUILDING SUPPLIES



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Approach 5: Grow from 10 to 1,000 locations with a solution that scales with you

The Challenge

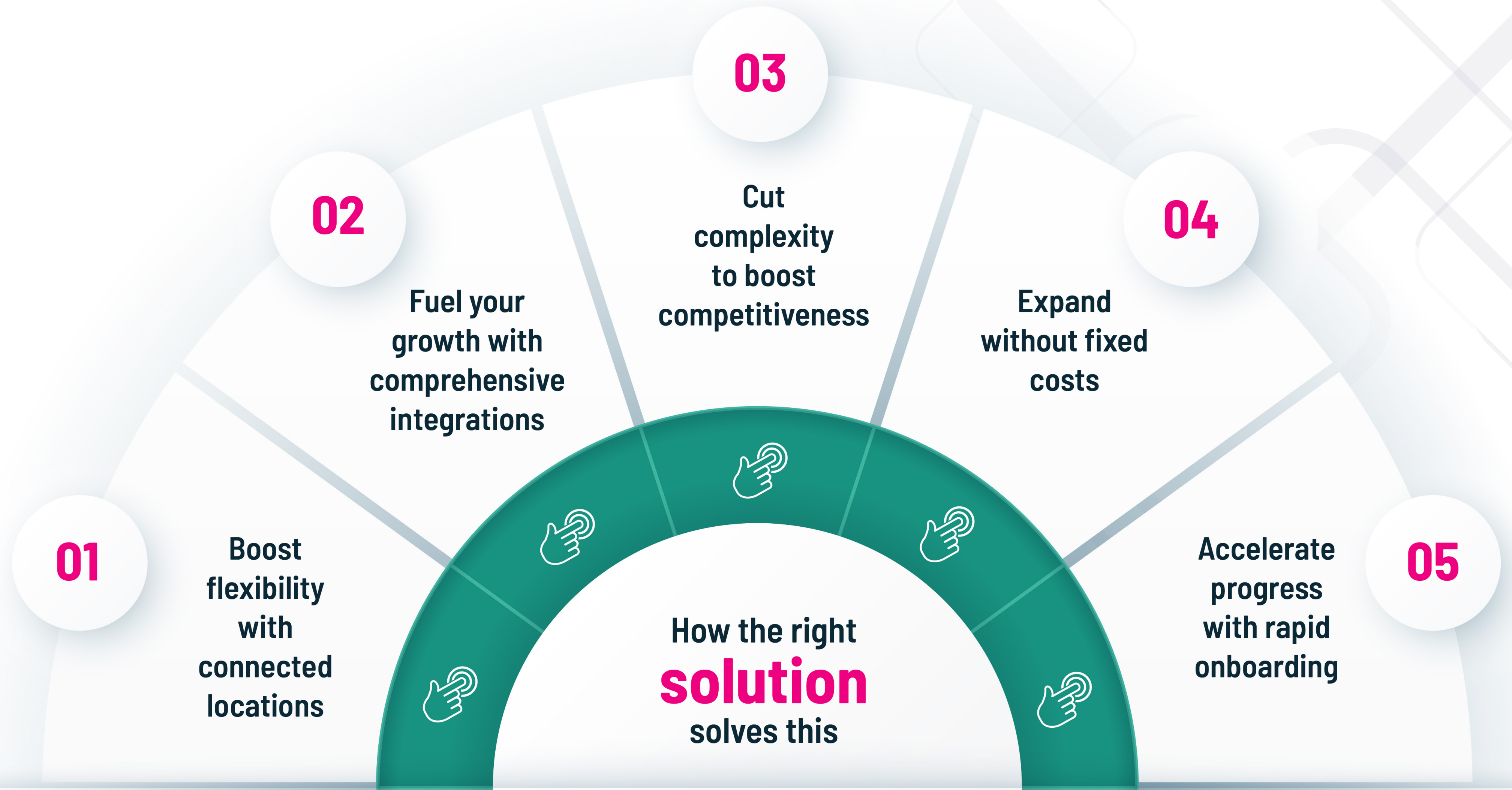
As distribution businesses expand, the complexity of managing operations across multiple locations increases. Coordinating various inventory types, aligning cross-functional teams, and maintaining consistent service quality becomes increasingly difficult. Misaligned resources and siloed operations hinder growth, while real-time coordination across locations becomes even more crucial for operational efficiency. Additionally, safeguarding sensitive business data and maintaining compliance are essential to preserving trust and operational integrity.



How the right solution solves this



Approach 5: Grow from 10 to 1,000 locations with a solution that scales with you



What our customers say



Approach 5: Grow from 10 to 1,000 locations with a solution that scales with you



1

Boost flexibility with connected locations

Operating one or two stores independently is straightforward, but as your business grows to multiple stores or distribution centres, interconnecting these locations is vital. Connected locations allows sharing of inventory and resources across sites, ensuring each location can operate successfully with the flexibility required to adapt to demands.



What our customers say



Approach 5: Grow from 10 to 1,000 locations with a solution that scales with you

2

Fuel your growth with comprehensive integrations

Integration with third-party systems, such as e-commerce platforms and logistics providers, becomes essential as you expand. Initially adopting POS and inventory management systems enables efficient stock control across locations. As your business grows, outdated methods such as Excel sheets may no longer provide the required real-time customer insight and managing customer relationships with a CRM becomes necessary. A solution that provides the offerings needed as you scale, such as a well-integrated CRM to enhance customer management, will allow you to grow smoothly.





Approach 5: Grow from 10 to 1,000 locations with a solution that scales with you

3

Cut complexity to boost competitiveness

Key features such as automated replenishment, real-time inventory tracking and dynamic reporting ensure optimal stock levels and enable precise, timely decision-making. These capabilities simplify the management of large inventories with thousands of SKUs, reducing operational complexity and allowing your business to scale by adding new locations, SKUs, or entire product lines without disruption. The agility allows the business to respond swiftly to market demands, outperform competitors, and uphold high service standards.





Approach 5: Grow from 10 to 1,000 locations with a solution that scales with you



4

Expand without fixed costs

Unlike on-premise systems, which involve significant upfront hardware costs, cloud solutions allow you to scale capacity as needed; for example, during peak seasons or rapid expansion phases. These systems can handle high transaction volumes while ensuring your data remains secure with built-in encryption, regular security updates, and robust access controls.





Approach 5: Grow from 10 to 1,000 locations with a solution that scales with you



5

Accelerate progress with rapid onboarding

Intuitive, automated workflows enable new hires across sales, inventory and finance to quickly integrate into their roles, minimising time and effort lost on training. Automated workflows including order processing, procurement, and stock replenishment allow employees to start contributing immediately without needing to learn complex manual procedures. Ease of use - whether processing orders, managing inventory, or accessing financial data - ensures new hires can quickly learn how to navigate the system.





Approach 5: Grow from 10 to 1,000 locations with a solution that scales with you

What our customers say

"K8 is a system that works intuitively, and the beauty is that it keeps on growing. The other competitors don't have the same add-ons and modules, which K8 lets you turn on and off as required."



'K8 is a system that will accommodate our growth. As a modern, forward-thinking company, it fits with where we are now, but more importantly, where we want to go in future. Because it's not just about meeting current demand; it's also about doing that for the next three to five years. We have ambitious plans, and we believe K8 is the robust, modern system that can help us achieve them.'

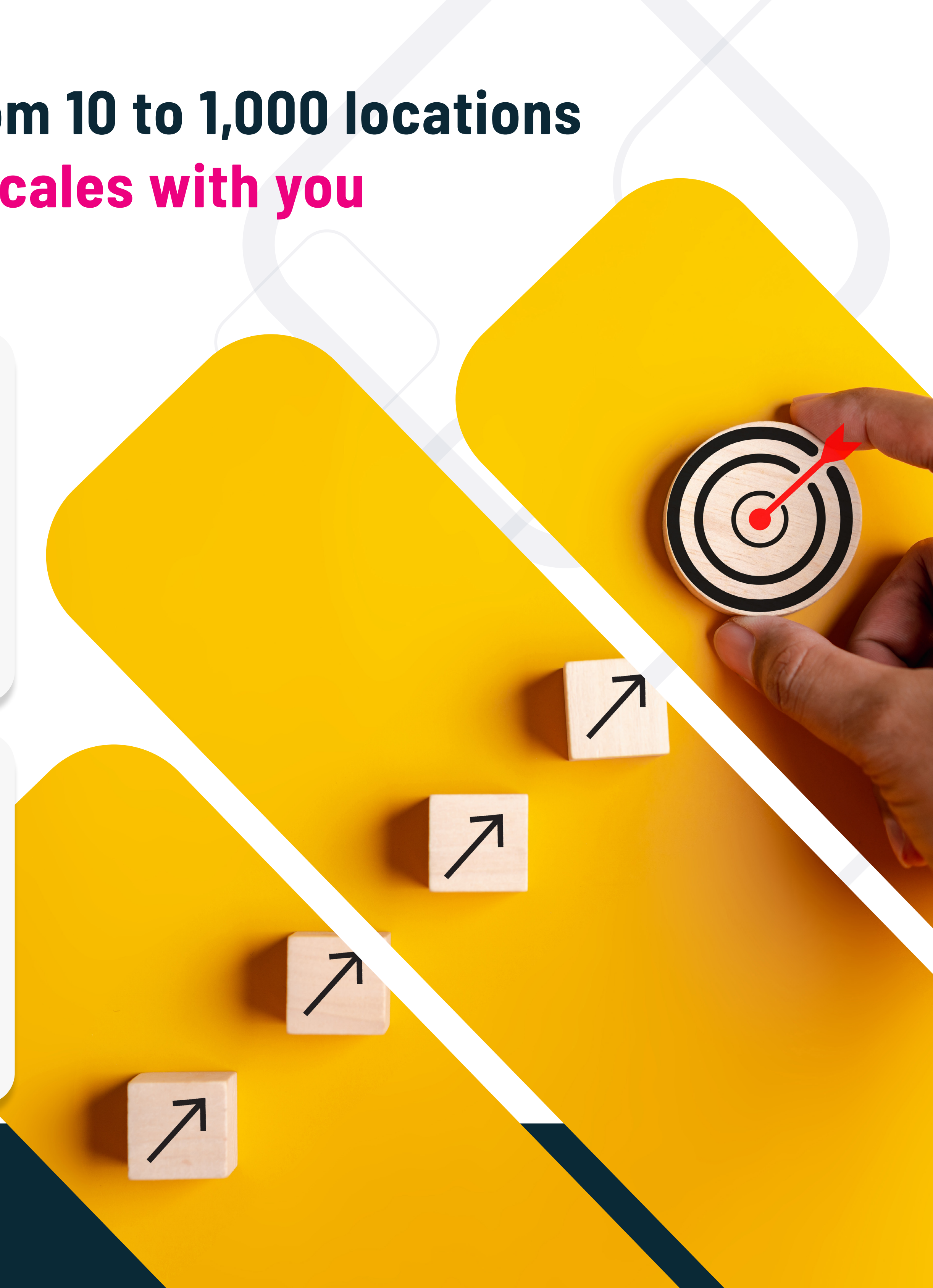


WATCH

E.TUPLING
THE LEADING DISTRIBUTOR TO INDEPENDENT MERCHANTS



Checklist





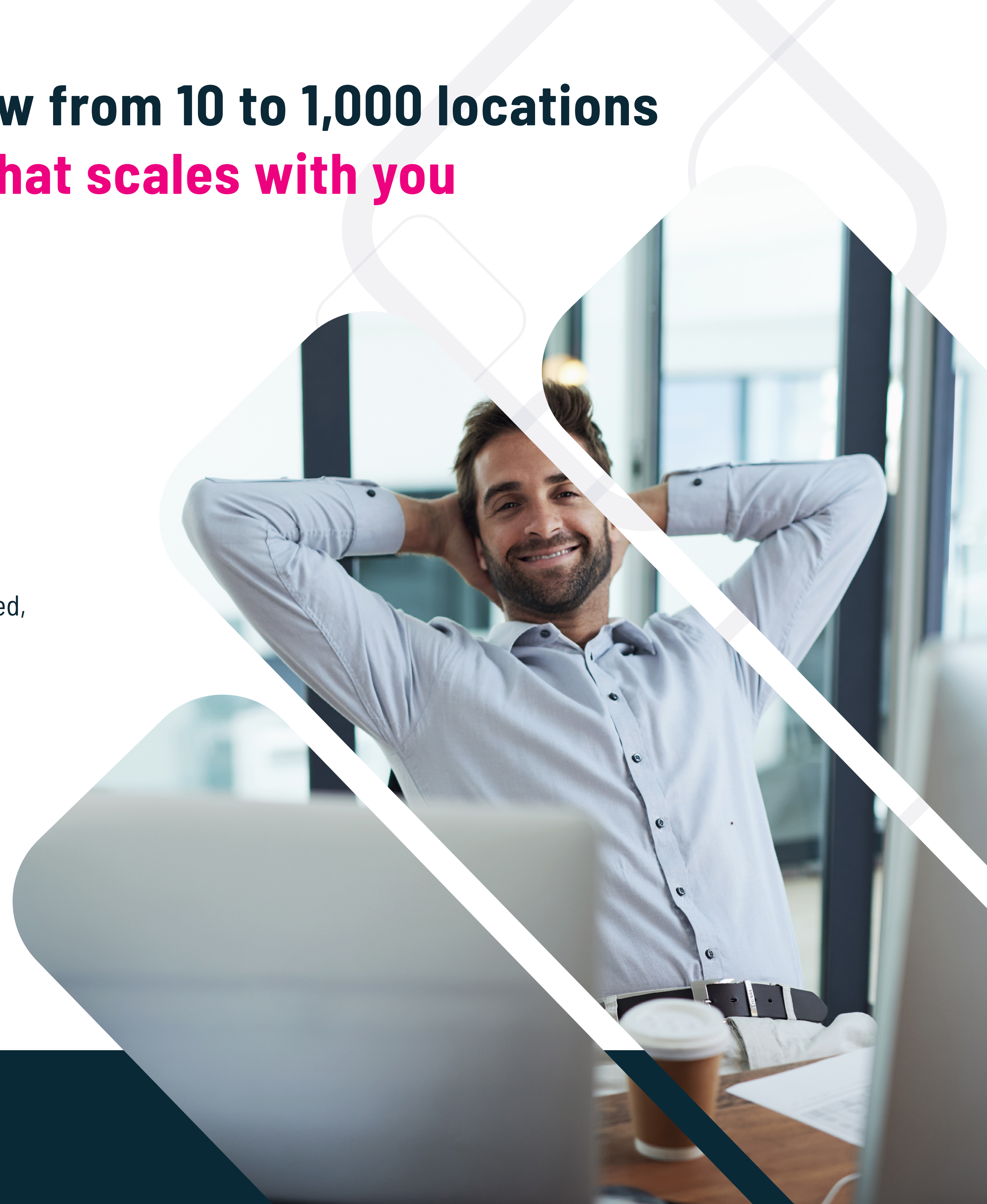
Approach 5: Grow from 10 to 1,000 locations with a solution that scales with you

Your modern business solution must:

- 1 Allow for modular expansion as your business grows
- 2 Handle multi-location operations with unified, real-time insight
- 3 Provide cloud-based scalability for IT resources
- 4 Integrate with third-party systems and services



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Bonus: Deliver uninterrupted sales with offline POS capabilities

The Challenge

- Many traditional POS systems rely heavily on constant internet access. This can be problematic in locations with unexpected power outages or network interruptions as they can lead to disruptions in sales transactions.
- Businesses face the risk of losing sales and customer satisfaction if connectivity issues arise.



How the right solution solves this



Bonus: Deliver uninterrupted sales with offline POS capabilities

01

Never
stop selling
with
uninterrupted
service

02

Ensure consistent
service quality with
a consistent offline
interface

03

Record with
precision
with
automatic
syncing

How the right
solution
solves this



Does your POS offer



Bonus: Deliver uninterrupted sales with offline POS capabilities



1

Never stop selling with uninterrupted service

Offline POS systems empower your team to continue processing and recording sales even when the internet is down. Whether there's a power outage or network issue, the team can keep serving customers without delay. The system stores up-to-date customer information and pricing, enabling smooth transactions under any circumstances.



Does your POS offer



Bonus: Deliver uninterrupted sales with offline POS capabilities



2

Ensure consistent service quality with a consistent offline interface

An effective offline POS system mirrors the online interface. The familiarity minimises disruptions, allowing staff to access product details, search for customers, and automatically apply customer-specific terms or promotional pricing, all while maintaining high service standards.

solves this



Does your POS offer



Bonus: Deliver uninterrupted sales with offline POS capabilities



3

Record with precision with automatic syncing

Once connectivity is restored, all recorded transactions, together with stock issues and payments against sales are automatically transferred to the business solution so that there's a complete and accurate record of sales during the period. This eliminates the need for manual data entry and safeguards data integrity.

solves this



Does your POS offer



Bonus: Deliver uninterrupted sales with offline POS capabilities

Does your offline POS offer:

- **Easy-to-use touchscreen:** Simple and intuitive navigation
- **Instant access to information:** Quickly find customer and product details, with integrated product suggestions to enhance sales
- **Smooth transaction processing:** Handle cash, sales, and payments easily, with automatic recording and accurate reconciliation
- **Flexible transaction handling:** Issue credit notes, refunds, and apply customer discounts or promotional rates as needed
- **Signature capture and receipt printing:** Securely record customer signatures and print receipts or collection notes on the spot





Conclusion

- **The right solution system** is an asset that can transform your distribution business.
- By addressing key pain points such as scaling operations, managing diverse order types, and analysing complex data, a business solution **empowers your business to achieve sustainable growth** and improve operational performance.
- It's crucial to choose a solution that is **flexible, scalable, and tailored to the specific needs of your industry**. A well-chosen solution integrates with your existing processes, adapts to evolving demands, and supports long-term strategic goals, ultimately driving greater growth.
- For more insights or to explore business solutions that fit your business, **visit Kerridge Commercial Systems.**



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