

## CASE STUDY

# Actsysis, first Kerridge Commercial Systems customer in SA to adopt latest ERP system



**Actsysis, one of the first business in the world, and the very first business in South Africa, to adopt Kerridge Commercial Systems' latest and most up to date flagship ERP System, K8 Babbage.**



**Industry:**  
Distribution (Cable and Wireless Connectivity Solutions)

ACTSYS was established 28 years ago and offers leading edge products & technology that enables modern day connectivity in various sectors. Some of Actsysis' products include cable and wireless solutions such as Commscope, as they are a distributor for Netconnect (krone), as well as various data solutions, fibre solutions, security solutions, backup power, solar, instrumentation & control, and a variety of other solutions for telephone, network cabinets, active equipment, test equipment, labelling, fire, health & safety, audio & visual, hardware, tools and routing requirements.

Actsysis' products are suitable for different types of environments, whether that be in the ground, in buildings or even through the air.

Lance Govender, owner of Actsysis, joined the family business 5 years ago and aspires for Actsysis to play a pivotal role in the ICT sector for enterprises of all sizes.

“ Actsysis does not necessarily strive to grow in to the largest provider of connectivity and related products for the ICT sector, but we most certainly intend to be the best.”

“ We want to ensure that networks are robust and reliable through leading edge technology. We will continue to drive that vision through our key pillars which includes providing top quality products, building good customer relationships and ensuring mutual respect. These are our core values and they ensure that we provide the best of the best to our customers.”

Actsysis reached a cross road in 2018. The business was not reaching its goals and aspirations or keeping up with its growth path as intended. Actsysis realised at the time, that in order for them to continue to grow and to continue to provide top quality products and build good customer relationships at this new growth level, they needed to provide better customer service. This required smooth and efficient operational processes which they did not have in place at the time.

“ I arrived at work one day and I realised that there were just too many gaps. Our stock and invoicing and cash handling and all the rest did not work as efficiently as I thought it could. Due to my frustrations and the obvious inefficiencies, I immediately started to shop around for a new ERP or business management system.”

**Solution:**  
K8 (Babbage)

**Key benefits:**

- ✓ Suitable for medium to large sized businesses
- ✓ Quick to deploy, easy to use
- ✓ Sales order and point of sale features
- ✓ Powerful reporting and analysis
- ✓ Fully integrated operational features

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**I talked to several software providers but they were more concerned about whether I could afford their systems or not. Until I came across Kerridge Commercial Systems. In the midst of my research, I noticed that their offices were not too far away, my frustrations was already high, so I immediately jumped in my car and showed up at their offices unannounced... They made time for me and were interested in what my challenges were and how they could help my business... And that was a turning point for Actsys. Kerridge Commercial Systems really stood out as they really wanted to help me, they offered good support, had good people and a good and robust system which is what I was looking for. And the rest as they say is history."**

Actsys implemented K8, which is Kerridge Commercial Systems flagship ERP system in 2018.



**Since implementing K8, Actsys has grown in leaps and bounds. Our new system created a solid flow of processes, improving our efficiencies in terms of sales processing and service delivery to our customers, end to end stock management and much more. It managed the entire cycle, from sales order, procurement, bin location, accounting, debtors and creditors and all the other key operational functions. It just worked, and it allowed us to operate smoothly and efficiently.**

**We had a system in place prior to implementing K8, but it was not working well for us. This was a major improvement." said Lance."**

Kerridge Commercial Systems invests heavily in R&D and revamped their ERP system in 2020 to ensure their systems run on the latest technology and caters to the fast paced and demanding distributive and wholesale trades. With that in mind, Actsys upgraded to Kerridge Commercial Systems latest ERP system, K8 Babbage, in June 2021.



**It's only been a few weeks since we have upgraded our system to the latest version, but so far so good. We still have a few things to figure out but everything just works. Looking forward to implementing all new features and enhancements giving our customers a great experience.**

**We have multiple branches so the simplicity for inter branch transfers is excellent. It adds a new level of efficiencies, discipline and accountability between branches which is very important. We are able to have a single debtors and creditor's book, we can easily move stock between branches, processes are clear and disciplined – you can't fool the system, users have to do it the right way. And then the really good reporting is a big added bonus. The system just works and it's robust which is exactly what we needed."**

**If we want to offer cutting edge products & technology and excellent customer service, our business needs to run on the latest technology so it's important for us to keep up and to have the right systems in place."**

## Highlights:

- ✓ Ability to access K8 remotely and continue trading off-site
- ✓ Improved product margins allow more informed customer pricing
- ✓ Batch invoice processing is now around four times faster
- ✓ Enhanced stock reporting to identify slow-moving items



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