

Case Study – Sheen Lane, Builders Merchants

Builders Merchant Cuts Queuing and Increases Profits

Sheen Lane is a typical busy builders merchant, selling an assortment of building supplies and holding over 2500 lines of stock. With a team of 5 working at the site, they have over 100 account customers and have been running Kudos for over 6 years. The Manager, Mark, has seen significant savings in both time and money in that time.



Since installing Kudos turnaround at the tills has been drastically improved, “Having Kudos running the till has cut serving customer time by 75%. It’s just so much quicker” comments Mark. All the stock details are now stored on one central system which means goods can be quickly looked up and scanned through the till. Customers don’t have to wait and the staff’s time is freed up to do other things.

With over 100 account customers, Sheen Lane saw improvements to general profitability. At the till goods are charged to account at the touch of a button, Mark then prints the invoices out at the end of the month. It’s accurate and saves them money. With Kudos they can be sure that every sale is charged. “It used to take me over 2 days a month to work out the account customers bills and send them out. Now it takes me 15 minutes!” comments Mark.

They buy better too, orders used to be placed with suppliers that didn’t necessarily have the most competitive price. “We simply didn’t have time to check out the prices” said Mark. “I can take a look and see who does it cheapest straight away. There’s been a large cost saving as we are buying better and more efficiently”. With one central system, handling all the stock prices and the suppliers, Sheen Lane can order far more economically.



The staff find Kudos easy to use and Mark likes the margin display at the point of sale. “It’s useful to be able to see what we are making on an item” he comments, “You know where you’re at and what you should be taking and it’s easy to see exact figures of how we are performing.” said Mark. He uses the main reporting function within Kudos every day to see a snapshot of sales and average sale value.

“I couldn’t put a figure on how much the system has saved us, but it would be a lot of money!” says Mark.

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