

## CLIENT TESTIMONIAL



### **Kenneth Green Associates Ltd (KGA)**

KGA is one of the leading perfume and skincare distribution companies in the world. It has demonstrated rapid growth and now enjoys a 12% market share in the British market.

Lateral Solutions was asked to examine whether IT systems and business processes were sufficient to underpin the next level of company growth. We explored the effectiveness of existing systems, with the view to future direction of systems work.

Benefits delivered: We were engaged in the whole life cycle of change management during the introduction of an ERP system, (Microsoft Dynamics NAV) within KGA. We carried out business analysis where we highlighted areas of process efficiency gains, proposed improved staff working practices, and explained how to harness new technologies to further the growth of this already successful company.

Our work involved drawing up a systems requirements specification, an invitation to tender for ERP system, and recruitment of a project implementation manager.

We reported directly to key stakeholders in the project– the Chairman, Kenneth Green, the Managing Director and Finance Director. At each stage of transformation we met to discuss progress made, and obstacles to overcome. Of particular concern to the company was potential resistance to change from a senior manager. We navigated a path to keep the team on board, to utilise their expert knowledge, and by go-live they had become champions of the new system.

At each stage we communicated at board level and liaised with the third party software vendors and warehousing operation. Of particular importance within this project was our ability to keep members of the project team all onside and working together.

The outcome was a successful 'go-live' of Microsoft Dynamics NAV, delivered on time and within budget. KGA now are well placed to realise the productivity gains and enhanced way of working the new system offers.