

# keste

Go Digital. Go Modern. Go Keste.

Keste Case Study:

# High-End Furniture Manufacturer

A premier manufacturer and designer of fine home furnishings with over 20 locations globally and 800 employees

## Challenge

After obtaining another business, the client wanted to migrate the acquired business' systems from a SAP and custom point of sale system to a more modern ERP system.

The goals of the transformation included:

- Modernize sales quoting to provide a scalable multi-POS system that's fully integrated with newly implemented Oracle E-Business Suite in under 7 months
- Standardize the quoting process within the sales organization to mitigate and eliminate the risk of tribal knowledge
- Streamline and automate the ordering of highly-configurable finished goods providing near limitless options to the customer for both showroom and customer service sales
- Increase efficiency, data traceability and accuracy with the quote to order conversion avoiding duplicate data entry

## Solution

Keste used Oracle CPQ Cloud and Oracle E-Business Suite to support the transformation. The solution streamlined the integration between point of sale, the quoting system (Oracle CPQ Cloud) and the manufacturing and back office systems (Oracle EBS) in order to improve customer experience. The integrated solution minimized data exchange and bidirectional communications to and from the point of sale. CPQ system resulted in an increase of user adoption, productivity and reliability. The new system provided the client an increased top line growth with faster quote turnaround and upsell capabilities.

"Keste has been very flexible and very quick to react. Even the best group of technical people in the world aren't going to be able to deliver without communication and coordination happening at the right level. What Keste continued to bring every day and what makes them stand out was flexibility." - Vice President of IT

## Results

Based on forecasted company revenue and third party benchmarks Keste estimated the following annual benefits as a result of implementing the new system:



Increase in user adoption, productivity and reliability



Reduced multiple points of sale to one



Faster quote turnaround and upsell capabilities