

Keegor achieves 157% revenue growth with SYSPRO

CASE STUDY

At a Glance

ORGANIZATION



REGION

Africa

KEY CHALLENGE

Insufficient controls in the warehouse, inaccurate costs and the possibility of fraud as a result of manual systems

KEY BENEFIT

A fully integrated solution that keeps pace with rapid revenue growth of 157%. Profit before tax has increased by 864% and sales per employee have risen 111%

INDUSTRY

Manufacturer of specialist equipment and related consumables for the precious metals assaying and refining industries

END USER MARKET

Precious metals mines, assay laboratories and refineries

SOLUTION

SYSPRO 8 2021 R1

Customer profile

Established in 1959 as Leonard Light Industries, the Keegor Group of companies manufactures fire assay and gold plant furnaces, machinery and requisites. The KEEGOR brand is world renowned in the precious metals assaying and refining sectors, with equipment operating and consumables used in mines, laboratories and refineries in various countries across six continents.

The business challenge

The Keegor Group needed an integrated ERP solution to address challenges such as insufficient inventory and operational controls, outdated processes and delays between quoting customers and delivering product which made it difficult to provide the desired levels of customer service.

The solution

A long-term SYSPRO client, Keegor initially selected the SYSPRO solution in 2011 based on its position as a leader in manufacturing software as well as its cost-effectiveness and ease of use. Further critical factors influencing the decision included strengths in inventory reporting and job shop manufacturing. Keegor's SYSPRO solution is integrated with Microsoft ODBC and GreenLine general ledger reconciliation software.

The outcome

Keegor has transitioned away from a largely manual system, which was vulnerable to error, towards a fully integrated solution with high levels of automation, efficiency and accuracy.

Michelle Austin, Keegor's Financial Director, says: "Before implementing SYSPRO, we were concerned about insufficient controls particularly in the warehouse, inaccurate costs and the possibility of fraud as a result of manual systems which extended from our cash books to the annual stocktake.

"With SYSPRO, and particularly since upgrading to SYSPRO 8 in 2019, we have been able to keep pace with revenue growth of 157%. Our profit before tax has increased by 864% and sales per employee have risen 111%."

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– Michelle Austin, Financial Director, The Keegor Group.

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Reaping the rewards of a fully integrated ERP solution

Keegor recognized the need to drastically tighten controls by putting processes and procedures in place to guard against theft and enhance the accuracy regarding the cost of each job. Physical order books were prone to human error, fraud and the manual cash books were outdated.

“We needed all aspects of the operation to be integrated and talk to each other, and to make sure everything balanced,” Austin says. “Stocktakes were only done annually which meant that problems were identified too late to be addressed. That affected our customer service when we couldn’t meet promises to the customer because information on the stock available wasn’t accurate.

“In our bid to streamline processes and procedures, greater visibility as well as the ability to better segregate duties was essential. Our staff now have access to self-service features which help them investigate data or find information which was previously elusive. End-to-end visibility across the organization has given our stakeholders easy access to that information,” Austin says.

Tackling the MRP challenge

A high level of customization means that Keegor manages thousands of stock codes. This has made Material Requirements Planning (MRP) a challenge in the past, as each stock code has to be set up strategically and individually.

During the Covid lockdown in South Africa, however, the team made the most of the time to focus on optimizing SYSPRO MRP and implementing it in certain areas. This is starting to bear fruit, with significantly improved stock levels.

“We are able to make sure we’ve got the right components at the right time,” Austin says. “Overall, MRP has helped us reached near-optimum levels of stock.”

Collaborating for success

Keegor has undertaken its digital transformation journey in close collaboration with Intuitive IT Solutions, a SYSPRO Premium Solution Partner. From the handholding support of 10 years ago to the quick phone calls and meetings of today, Intuitive IT has consistently provided excellent response times and demonstrated its ability to deliver solutions to business challenges.

Ingrid Kleynhans, Dealer Principal at Intuitive IT Solutions, says: “Michelle played a pivotal role throughout this process, ensuring that the business process mapping had all the controls in place. She spent many hours standardizing the data and ensuring that the project stayed on track. Michelle was also phenomenal in getting her staff on board, ensuring a successful implementation. She continues to work on improvements in SYSPRO and uses those enhancements to benefit the Keegor Group.”

Michelle emphasizes that these achievements are due to a dedicated team. “I don’t do this on my own,” she says. “The team looks at things from different angles and figures out what works, not just from a finance perspective, but across the business from sales to production, our customers and logistics.”



About Intuitive IT Solutions

Established in 1994, Intuitive IT Solutions is an expert in delivering SYSPRO solutions to grow organizations' businesses. The company is committed to sustaining long-term relationships with its clients and to providing the highest possible level of customer service. Intuitive IT Solutions uses its extensive experience and strong track record to optimize each implementation with detailed process modelling techniques, achieving optimal results swiftly and with minimal risk to the business. Areas of specialty include product sales, integration, support, training and implementation services for all supported SYSPRO products.

About SYSPRO

SYSPRO is a leading, global Enterprise Resource Planning (ERP) software provider, specializing in key manufacturing and distribution industries. Our Industry-built solutions and services are designed to make things possible.

SYSPRO's ERP solution empowers customers to take the next step – whether it is expanding into new territories, adding new product lines, transforming business processes, or driving innovation. Through our ERP software, customers gain access to solutions, processes, and tools to assist in the management of data for key business insights and informed decision making. The solution is scalable and can be deployed in the cloud, on-premise, or both, and accessed via the web on any device to provide customers with choice and flexibility.

As a trusted advisor, SYSPRO remains focused on the success of partners and customers. With a strong commitment to channel partner growth, SYSPRO customers are backed by a team of global experts that drive maximum value out of IT systems and business solutions. We are committed to addressing the unique needs of our customers, enabling them to easily adapt and remain resilient. Our evolving solutions are aligned with industry trends and leverage emerging technologies that will enable partners and customers to secure a digital future and to gain a competitive advantage.

Learn more about SYSPRO's solutions for fabricated metal industries
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