



— A CODESTONE CUSTOMER STORY —  
**Transforming a family business  
in the digital age**





# ABOUT --- TRIDENT TRAILERS

Trident is a UK family business that sells trailers, cycle racks, roof boxes and other storage transportation solutions for vehicles.

A 16-person company with high levels of customer service, it prides itself on repeat business and word of mouth recommendations.

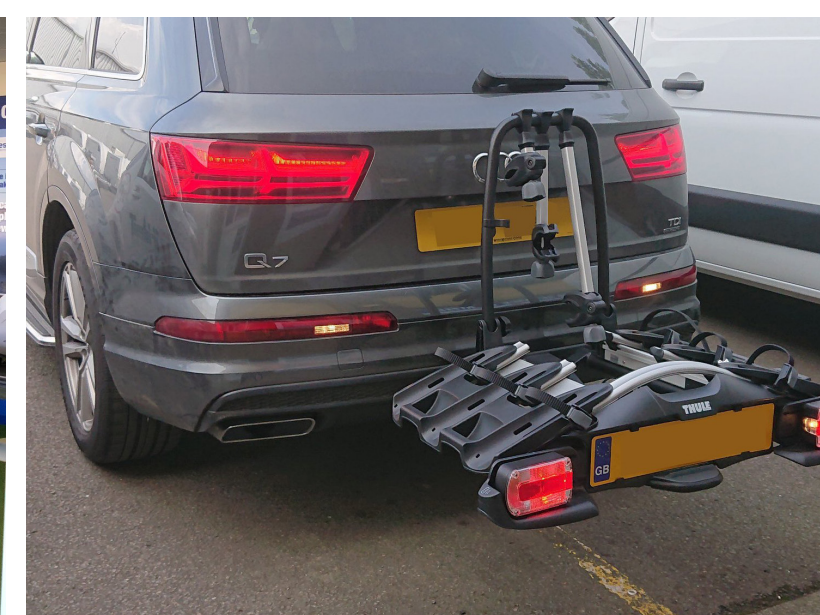




# THE CHALLENGE

Trident had previously been paper oriented and acquired a CRM package with Sage, ACT and a till system using Microsoft Dynamics. But the systems were not integrated and there was potential for human error and duplication of effort. The firm lacked traceability of its inventory, production and sales flows as no one system could provide an overview of operational processes or costs.

**The existing systems were not tailored for the company's plans to grow the online part of the business and to improve the overall customer experience.**





# THE SOLUTION

**SAP** Business One

Codestone implemented **SAP Business One** which helps to track the inventory and manage the employee pick and pack process. From first logging the order through to invoicing, stock allocation and pick and pack the automated process is now much easier and saves time.

Systems integration between **Sales and Accounts** creates visibility of operations and a relationship map ensures that everything is interlinked, for example service calls are managed alongside staff availability.

**Materials Requirements Planning** (MRP) helps Trident to determine minimum and maximum stock levels for all items. It enables the firm to run MRPs on suppliers and check against orders and stock levels at any particular point in time.

*“The key thing for me is to have all the right core data in one place when you are processing an order”.*

Stuart Kirk, Director, Trident



# STAND OUT BENEFITS SAP BUSINESS ONE



Trident now has full traceability and visibility on one system from quotation, point of order, purchase order and through to delivery



Trident now has an easy to use system has helped staff quickly get up and running



Trident customer experience is greatly improved as they can get up-to-date, accurate information



The speed and accuracy of pick and pack in Trident's warehouse has improved



“

*We have added operational efficiency into our business so we can streamline it as we move forward.*

*SAP has given us a decent foundation to build on for the future and as a small company we can grow with SAP Business One.*

”

Stuart Kirk, Director, Trident





**codestone**  
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# TALK TO CODESTONE

0370 334 4000 | [www.codestone.net](http://www.codestone.net)

## **SOUTH**

Codestone House  
2 Nuffield Road  
Poole, Dorset  
BH17 0RB

## **LONDON**

Chester House  
Fulham Green  
Fulham, London  
SW6 3JA

## **NORTH**

Booths Park 01  
Chelford Road  
Knutsford, Cheshire  
WA16 8GS