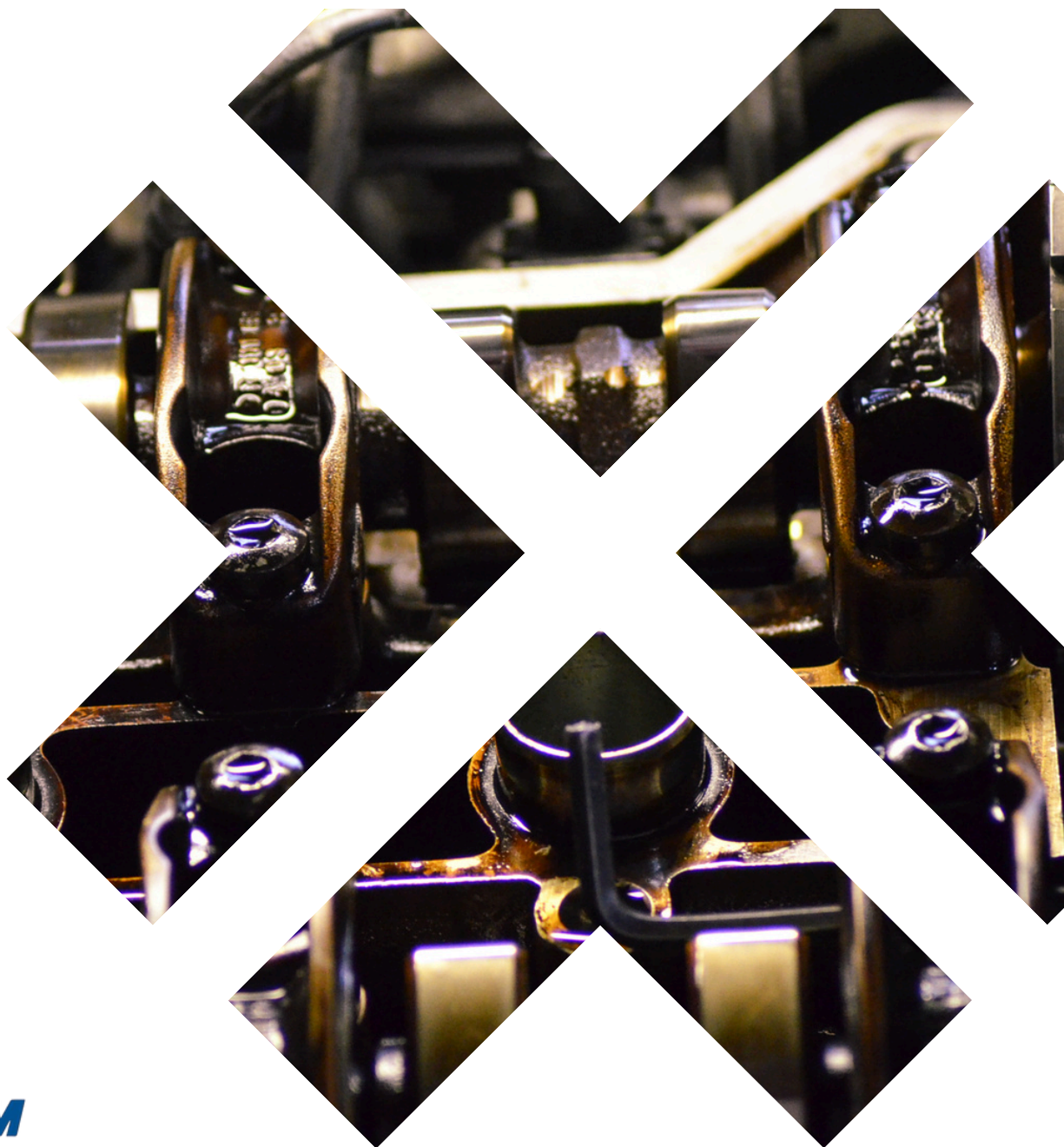


Transforming Kennedy and Morrison's **IT Landscape** with Xperience



K&M

 **Xperience**



K&M

Client: Kennedy & Morrison

Contact: Chris Lowry,
Managing Director

Industry: Distribution

Solutions: Cloud & IT

As businesses rely more on technology and software, they inevitably encounter challenges that demand strategic IT transformation to overcome. Kennedy and Morrison, a family-owned engineering distributor tracing its roots back to 1888, found themselves at a crossroads. Outdated software, service issues with their previous provider, and the need for a modern IT infrastructure prompted them to seek a reliable partner. This case study delves into their journey with Xperience and the positive impact on their operations.



How Kennedy and Morrison came to Xperience

Having agreed with their previous supplier that their needs weren't being met, Xperience was suggested as a suitable partner for Kennedy and Morrison.

The decision to go with Xperience was influenced by the company's local presence and the previous supplier's recommendation.

Chris Lowry, Managing Director of Kennedy and Morrison, emphasised the importance of having a Northern Ireland based partner, stating:

"We wanted somebody we could build a relationship with locally."

Challenges faced in the transition

Kennedy and Morrison's challenges were numerous.

Outdated software and servers struggled to provide the company with what they needed to run efficiently, and the company operated on a complicated setup across various business divisions.

The need for a new ERP solution and a shift from on-premise servers to the Cloud added complexity to the transformation process. Chris Lowry explained, "We'd got to a point where we were almost in crisis, and we needed a way out of that."

Strategic Solution Implementation

Xperience, with a comprehensive understanding of Kennedy and Morrison's challenges, implemented a strategic plan. This involved updating software, helping to migrate to their existing bespoke ERP system, and streamlining the entire IT infrastructure.

The use of Teams as a method of communication and file storage has also had an impact. A central location for files that all those who need to can access and a way of working remotely where you can still contact your team members and work collaboratively is a game changer.

A training room was also set up for the new ERP system, and the transition to laptops from aging PCs marked a significant step towards modernisation.



**"You're competent,
you're **cost-**
effective, and you
respond when we
need you to."**

Chris Lowry,
Managing Director, Kennedy & Morrison



Benefits and Results

The collaboration with Xperience yielded tangible benefits for Kennedy and Morrison.

Chris emphasised, "You're competent, you're cost-effective, and you respond when we need you to."

Quick issue resolution, a single point of contact, and a proactive approach to IT challenges significantly contributed to the positive experience. The transition to Cloud and the implementation of a new ERP system have positioned Kennedy and Morrison as a more proactive and productive organisation.

Looking to the future

Looking ahead, Kennedy and Morrison plan to deepen their engagement with Xperience.

Exploring more Microsoft 365 features, eliminating old servers, and streamlining their IT setup are part of their long-term strategy.

Chris Lowry expressed, "I could see us having an annual meeting with Xperience and setting targets for the years to come, making sure we are future proofed."

This forward-thinking approach aligns with Xperience's commitment to continuous improvement.

Summary

Xperience's local and responsive approach, coupled with their expertise, played a pivotal role in helping Kennedy and Morrison navigate a complex IT landscape.

The successful collaboration resulted in an IT transformation that not only addressed immediate challenges but also positioned the company for continued growth and efficiency in the future.

As Chris Lowry succinctly puts it, "You've been good to us, and I think you're a good company." This endorsement encapsulates the positive impact of the partnership on Kennedy and Morrison's overall business operations.



ERP | CRM | Cloud & IT Services | Cyber Security

www.xperience-group.com

enquiries@xperience-group.com

