

## Kao Professional Salon Services Mississauga, Ontario, Canada

APOS' expertise with Crystal Enterprise™, Crystal Analysis™, and Seagate Info™ has given Kao Professional Salon Services (KPSS) the ability to analyze data with more quality and granularity, leading to a much deeper understanding of their distribution business. With this understanding, KPSS can now make effective business decisions quickly.



***"We chose APOS because they took the time to understand our needs before selling to us."***

... Tom Johnston, CFO

### **Tools Used:**

Crystal Enterprise 8.5, Crystal Analysis 8.5, Seagate Info 7.5

### **Background:**

A leading distributor of hair care products, Kao Professional Salon Services (KPSS) brings such well known lines as Goldwell and KMS to salons across Canada and the USA. With 33 salespeople in Ontario and British Columbia, each with 200-300 customers, KPSS handles a high volume of orders and needed an effective way to maximize their distribution network and analyze their data quickly.

### **Business Issue:**

To meet the management and operational demands of the business, KPSS concluded that their existing ERP system lacked sufficient reporting detail in sales and financial analysis, as well as inventory and supply chain management. With approximately 50 users needing report data, it was imperative to find a scalable system to push timely, accurate and detailed data out to the sales and management staff.

### **Solution:**

KPSS chose APOS Systems Inc. as their technology partner to help them implement a vastly improved information reporting and delivery system using Crystal and Seagate Info tools, while cost-effectively retaining existing ERP components. *"We chose APOS because they took the time to understand our needs before selling to us,"* says CFO, Tom Johnston. This solution, now operational in their Canadian Headquarters, addresses these key business reporting areas:

- It tracks a variety of sales, inventory, and general ledger metrics, giving sales personnel, data analysts and management staff an easy-to-understand view of operational information that they can take action on.
- It gives management staff key performance indicators to focus on, with the ability to drill down to specifics in the general ledger.
- It provides tight integration with Microsoft Excel, allowing for easy customization of reports by end-users.

KPSS has also developed a monthly scorecard from reports provided by Crystal. This scorecard allows them to quickly see a complete snapshot of their business, allowing them to immediately focus on any areas of concern while at the same time building on their strengths and successes. By streamlining their financial reporting, KPSS can now effectively analyze the strength of their profit centres, cost centres and various market P & L. Having this detailed information also makes it possible for KPSS to immediately work on any areas of concern before they become major problems. *"The ability to drill down on the general ledger and get right down to the gritty data is crucial; it's very powerful and allows us to really understand the nuts and bolts of our distribution business,"* says Tom Johnston.

APOS Systems Inc. played a pivotal implementation role in this solution by ensuring that the data and information were delivered through Crystal Enterprise. Key technical accomplishments included creating the data warehouse, importing legacy ERP data, setting up the Data Transformation Services, creating the multi-dimensional cubes -- one GL cube for each company and one Sales cube for Canada -- automating the load process for refreshing the cubes, designing and developing the reports, and establishing the infrastructure for both "push" and web deployment of the information. In fact, the new implementation reduced the time for refreshing the cubes from two hours to only twenty minutes. *"This is absolutely unbelievable,"* says Gris Liddie, a Data Analyst at KPSS.

#### **Results:**

This solution gives the different KPSS constituents data and information quickly. For example, this immediacy has given sales staff more confidence in their daily interaction with customers (and mobile sales staff can take up-to-date reports in their laptops). The ability to export reports to the sales team in Excel format has proven to be an important feature for KPSS, as everyone is already familiar with Excel and can design and edit their own reports in Excel format with little or no training. Combined with better analysis for all staff, the APOS-Crystal Enterprise solution empowers KPSS sales staff to sell more, and KPSS management staff to address business issues quickly.

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