

Regent Building Material Supplies Company Limited boosts sales and improves customer satisfaction levels with an FLP Enterprise Management System solution based on IBM Lotus software.

Overview
Regent Building Material Supplies Company Limited Wanchai, Hong Kong
Industry <ul style="list-style-type: none"> Retail
Products <ul style="list-style-type: none"> IBM Lotus Domino Collaboration Express IBM Lotus Notes
IBM Business Partner <ul style="list-style-type: none"> Ultra Active Technology Limited

Established in 1998, Regent Building Material Supplies Company Limited (Regent) imports high-quality ceramic tile from Europe and distributes it to local retailers and construction designers.

Challenge

Like importers in other markets, Regent must maintain efficient operations and a high product turnover rate to sustain its competitiveness in China's ceramic tile industry. But its headquarters and six outlets had been relying on siloed spreadsheet systems and databases to store business transaction records, including invoices, inventory records and delivery receipts. Information disparities inevitably led to delivery errors and difficulty tracking inventory. Regent needed a solution that could help it centralize its systems, improve its tracking of inventory, sales and deliveries, and generate accurate business forecasts.

Solution

With assistance from IBM Business Partner Ultra Active Technology Limited, Regent implemented an FLP Enterprise Management System solution that acts as a centralized database management system and helps streamline the client's invoicing, delivery scheduling, stock balance control, accounting, time sheet and check-printing processes.

Through a single interface—enabled by IBM Lotus® Domino® Collaboration Express and IBM Lotus Notes® software—end users can now easily access e-mail and business applications. Employees can input sales and inventory information and efficiently collaborate with colleagues, and management can quickly access business information online so that it can better respond to changing business requirements.

Benefits

- Increased annual sales by 20 percent with streamlined processes and new tools
- Accelerated customer response time by 25 percent
- Achieved a 30 percent reduction in warehouse and headquarters overhead



“Our FLP Enterprise Management System solution—based on IBM Lotus software—enabled us to streamline our business processes and establish internal controls. Now we can focus on capturing market share and exploring new business opportunities.”

—Simon Tso, CEO, Regent Building Material Supplies Company Limited



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