

Be more efficient? *Know how.*

With funding from Switzerland, we helped Suncape, a hygiene products wholesaler in the Kyrgyz Republic, introduce a new management information system (MIS) to manage their growth.



Wholesaler, Kyrgyz Republic

We helped Suncape, a wholesaler and distributor of hygiene products in the Kyrgyz Republic, develop a software system to improve their information management and increase sales by 34%.

Established in 2002, Suncape has grown rapidly. However, especially in recent years, Suncape's management have felt that they don't have the information they need for full control of their larger-scale operations.

Although the company had a very sophisticated MIS, it was not well adapted to the current operations of the business. Sales personnel had to use print outs from warehouses for information for example, which had to be updated very frequently. They also couldn't see the orders that their colleagues had entered into the system, resulting in orders that sometimes exceeded inventory. This approach took up considerable staff time and left a lot of room for mistakes.



An updated management information system has saved staff time and helped Suncape work with more clients.

Our project specialist connected Suncape with a local technology consultant, Unique Technologies LLC, to help bring their system up to date and ensure that the project conformed to international best practices for technology projects.

The consultant:

- Analysed the existing system and Suncape's business practices and recommended solutions
- Introduced the new software in four iterations over six months, meaning adaptations could be made to address any technical issues at each stage
- Advised the company on the necessary hardware upgrade and new equipment to support the new system
- Trained Suncape's staff in using the new system.

The system has meant that Suncape's sales personnel spend half the time on serving individual clients they used to, increasing sales by 34%. The warehousing, order management and accounts receivable functions are also all much more efficient now and overall productivity per worker has increased by 16%.

Azim Gaibulin, EBRD Senior Project Specialist, won a Best Practice Award for this project at the 2014 Gabriel Al Salem Awards for Excellence in Consulting. See www.ga-foundation.org for more information.

www.ebrd.com/knowhow

Sales

+34%

New clients

+30%

Productivity

+16%

Total project value

€17,756

Client contribution

€8,878

