

Kelly Moore Paints

How Kelly Moore Paints Simplified Its Software
Evaluation and Selection Using TEC Methodology

CASE STUDY



Project Background

Kelly-Moore was using a number of disparate legacy software systems in its three manufacturing facilities. Company management wanted to move to a single, integrated enterprise resource planning (ERP) system. Management set a time frame of 10 months in which to complete the project, which included requirements-gathering, evaluation and selection, and implementation.

Project Challenges

Beyond the need to consolidate all business activities into one company-wide platform, Kelly-Moore also wanted to :

- standardize reporting at the store level
- resolve inventory issues
- manage product development and quality control

Above all, the system requirements-gathering and gap analysis processes had to be conducted in a cost-effective way. Kelly-Moore had used the services of a well-known international consulting firm for a recent project. This time it wanted to fulfill its project mandate at a lower cost, but without having to sacrifice the value-added services of experienced professionals.

Solution

A Kelly-Moore project team member was introduced to TEC while doing research for its ERP project. TEC demonstrated how its decision support engine and methodology could simplify what is typically a complex decision-making process. Kelly-Moore determined that TEC could help the company take control of its ERP project at a reasonable price.

Company Background

Kelly-Moore Paints is the largest employee-owned paint company in the US, with over 2,000 employees, three major manufacturing facilities, and 164 retail stores in nine states. The company's mission is to provide a broad selection of high-quality paint and paint-related products at fair prices to painting contractors, commercial and maintenance accounts, and do-it-yourself consumers.

Selection and Evaluation Methodology

The company began with TEC's request for information (RFI) templates for mixed-mode (process and discrete) ERP to identify feature and function gaps that might have otherwise been missed, and created a custom RFI specifically designed for its environment. TEC's methodologies enabled the project team to turn subjective feedback into quantitative data through a series of specially designed activities, which were then quantified and integrated into the decision model.

Kelly-Moore quickly mastered TEC's online research portal, decision support engine, and methodology, giving the project new momentum. "The graphs were great. We were able to compare up to three vendors at a time," says Kevin Hudson, project manager at Kelly-Moore Paints. "TEC ... makes the selection process easier."

Initially, there were approximately 20 vendors that fit Kelly-Moore's basic needs. TEC's eBestMatch™ decision support engine and research portal allowed Kelly-Moore to eliminate those solutions that did not integrate with its existing Oracle financial platform, reducing that number to eight. The company then added its custom feature and function criteria to the pre-existing TEC template, allowing for a further reduction to four shortlisted vendors. TEC's eBestMatch also provided the Kelly-Moore team with the means to run "what if" scenarios to determine which software was the best value, based on price and functionality, matched against the company's specific priorities. This left two vendors still in the running.

The next step was to have the two remaining vendors conduct scripted demos, allowing the project team to evaluate features and functions in the context of a real business process scenario.

Results

“We finally decided to go with Oracle’s E-Business Suite for process manufacturing with a financial upgrade because we felt they were the best match for our feature/function requirements and business objectives,” says Carl Sweetland, chief information officer (CIO) for Kelly-Moore Paints, “and we feel very confident with our decision. TEC helped us focus on what was important to us, and that became the driving force behind the evaluation process.”

Kelly-Moore Paints is now preparing to implement.

To learn more about Kelly-Moore Paints, please visit:
www.kellymoore.com

“TEC saved us time and worry; it simplified the process for us greatly. We were able to focus on evaluating the short-listed results while feeling secure about the methodology behind it because the findings could be demonstrated with our own customized reports and graphs.”

– Carl Sweetland
CIO, Kelly-Moore Paints

About TEC:

Technology Evaluation Centers is a provider of research and decision support technology designed to help businesses evaluate and select the software solutions that best fit their particular needs. Its mission is to reduce the costs, risks, and time associated with software selection and implementation. Decision makers come to TEC when they want to make informed software selection decisions, rapidly and cost-effectively.

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