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CASE STUDY

Fontile Kitchen & Bath remodels processes with a cloud ERP

Fontile Kitchen & Bath offers one of the industry's finest collection of European products for home renovation. Located in Vancouver, Fontile has more than 60 years' experience and has long been recognized for the highest quality and value of its products and the exceptional service provided by the design team. It helps thousands of homeowners each year upgrade their properties with the latest premium tile, kitchen, and bathroom products.

FONTILE
kitchen & bath

Headquarters

Vancouver, Canada

Industry

Distribution, Building materials

Warehouses

Three in Vancouver and Calgary

Infor product

Infor CloudSuite™ Distribution

Website

fontile.com

“ After being live on the system for a few years, we knew that we made the right decision, especially for management. With Infor CloudSuite Distribution, the solution is serving up information in a variety of ways that helps us operate more efficiently, and ultimately better serve our customers.”

KAY KUANG

VP of Finance, Fontile Kitchen & Bath

Fontile Kitchen & Bath had not upgraded its on-premises operations software in several years, allowing challenges to routinely arise. The organization did not have regular backups, most of the reports could only be run and assembled by one person and they needed a better returns process and improved inventory accuracy. Fontile began evaluating options and ultimately selected Infor® CloudSuite Distribution, especially for its automatic monthly updates, business continuity, and security. In addition, when each department saw a demo of what would now be possible in the new system, they were eager and willing to learn because it looked so much easier than what they were currently doing.

Fontile was one of the first companies to go live with Infor CloudSuite Distribution. The project was on time, schedule, and budget. The Infor consultants helped ensure the project's success by responding quickly to Fontile's needs and providing expert, detailed knowledge to solve any issues. Infor® Concierge support portal also provided an easy way for the support team to jump on video calls and resolve concerns. And during their first company-wide inventory count, the support team stood by on call to ensure everything went well.

After being live on the system for a few years, management knew that it made the right decision. Previously the data was captured, but it was difficult to get information out of the system. With Infor CloudSuite Distribution, the solution helps navigate the information and serves it up in a variety of ways that contributes to more efficient operations and ultimately better customer service.

Business challenges

Fontile's outdated software solutions created obstacles such as:

- Inconsistent backups
- Limited reporting controlled by one employee
- Struggles recruiting and retaining new talent
- Legacy software that was not easily nor consistently maintained

Management set up automatic daily, weekly, and monthly reports. With access to more actionable information top leaders could make more informed decisions. Workflows were revamped to foster more proactive responses. With important accounts tracked, leaders would be automatically notified when specific criteria are met or are not met. For example, the sales manager is automatically notified of returns. Alerts and workflows help the entire team to elevate the level of customer service and resolve issues before they can escalate.

The company can now personalize the onboarding experience with the software per department. "We brought in a lot of new talent (about 60%) and they are very comfortable with the system. It would have been challenging to onboard employees using our older on-premises solution." said Kuang.

The level of service Fontile provides to its clients is paramount to its reputation and ultimately the bottom line. “We maintain two showrooms to showcase our product, though most business is generated from our outside sales personnel visiting architects and builders. We offer high-end tiles imported from Europe, brands like Versace and Porcelanosa. It is critical that whether it’s in the construction of a high-rise condo, office building, or residential property, our clients have an exceptional experience working with us,” Kuang concludes.

Business results

Processes and employee culture improved at Fontile with a cloud solution that:

- Refined the business continuity plan
- Provided easy access to comprehensive reporting
- Fostered easy onboarding for new employees
- Increased inventory accuracy and eased returns processing
- Offered continuous monthly updates for an always current ERP

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