

## Case Study: Kappus Company

### The Challenge

Distributing and maintaining food service equipment for clients ranging from all National Quick Service Restaurants and C-stores to seasonal ice cream concession stands, Kappus Company needed to grow beyond its current software capabilities. The family-owned company, which has been a Taylor equipment distributor since 1948, was operating on an antiquated solution that lacked a service management core. Also, there was no easy way for Kappus to determine ROI for any of its operations, ranging from initial sales and installation to preventative maintenance.

John Zalenka, executive vice president and chief operating officer, led the team to find a better way to serve customers and improve Kappus's business efficiencies. To ensure thorough research, he arranged for all members of key management to participate in in-depth software demonstrations.

### The Solution

After meeting with several software companies, Kappus selected Data-Basics' SAM Pro Enterprise solution. "A big differentiator among the other products was that SAM Pro begins as a service package with everything else built around it. And, unlike other systems, costing and billing are integrated across the board." said Zalenka.

Kappus Company implemented SAM Pro Enterprise in May 2003. The company is actively using SAM Pro's core components, including the service, accounting, manufacturing, customer order processing, inventory and job costing modules. The Escalation Manager tool, which automates and controls work order management by triggering a series of alarms and designating actions to be executed, has tested successfully and will go live with Kappus personnel and customers in January 2004.

#### Company

Kappus Company  
Cleveland, Ohio

#### Vertical Industries

Food service equipment distributor  
and maintenance contractor

#### Country/Region

Ohio, Kentucky, Maryland,  
Pennsylvania & West Virginia

#### Solution

SAM Pro Enterprise implemented by  
Data-Basics

#### Solution Description

Integrated software application  
providing real-time access to service,  
sales, distribution and back office  
information

## Results

By implementing SAM Pro Enterprise, Kappus was able to integrate service, sales, and distribution with its back office. The company increased its efficiencies by automating routine activities such as generating and sending reports and tracking work orders. Plus, Kappus is now able to clearly determine its costs and profitability across all aspects of its business.

Because of its success with SAM Pro Enterprise, Kappus plans to implement a new sales lead tracking module, which will enable the company to qualify and track sales leads from any number of sources. Looking to the future, Zalenka notes, "Data-Basics' SAM Pro Enterprise...is taking us into the 21st century in the driver's seat."

### **Data-Basics**

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