

Customer Stories

**Discover Success in the Business Results of Our Valued Customers:
Real Stories, Real Experiences, Real Impact**

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Company: BSi Steel, Johannesburg, South Africa

Industry: Steel Merchant and Supplier

Customer Profile:

BSi Steel (Pty) Ltd is a leading steel merchant and supplier based in Johannesburg, South Africa. The company specializes in various forms of mild steel and caters to a broad client base including construction companies, engineering firms, and manufacturers.

Challenges and Requirements:

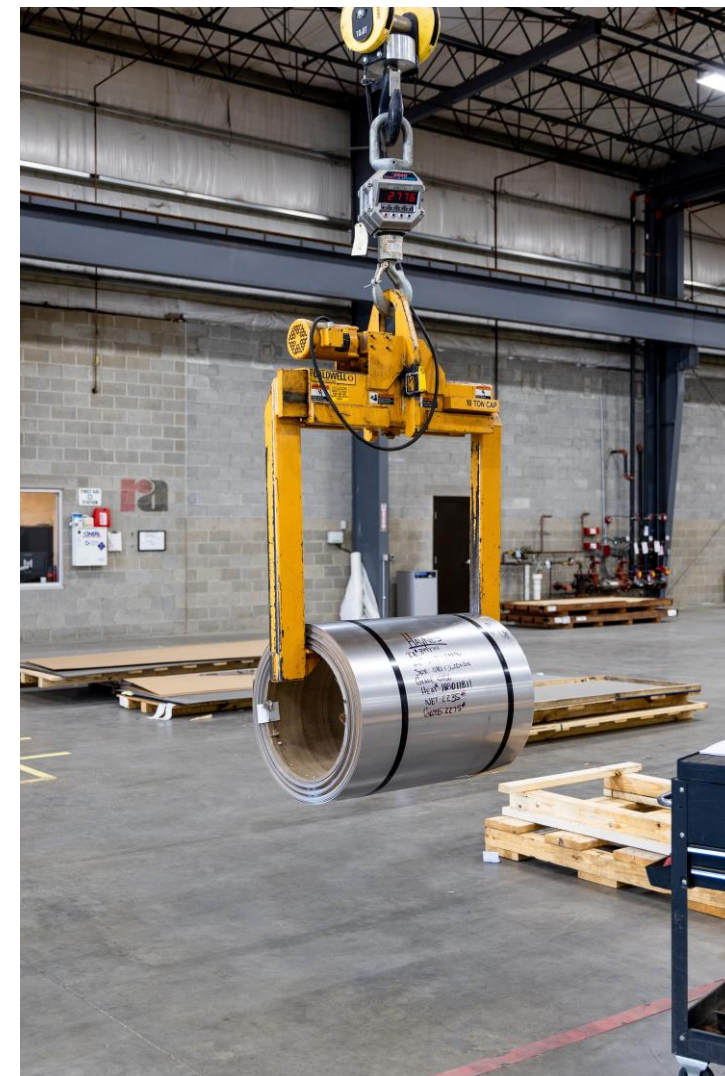
BSi Steel faced several challenges due to its reliance on manual paperwork for obtaining customer signatures as proof of delivery. These challenges included:

- Delays and potential errors in data entry.
- Inaccurate delivery records due to frequent errors.
- A time-consuming administrative burden which slowed down the delivery process.
- Higher operational costs resulting from inefficiencies in the manual process.
- A need to modernize and optimize operational processes, particularly in tracking and streamlining truck deliveries.
- A desire to eliminate paperwork, reduce errors, and enhance overall supply chain efficiency.

Results:

To overcome these challenges, BSi Steel collaborated with KAISPE for KPoD, a cloud-based tool for electronic signature capture via mobile devices. The results included:

- Integration with Microsoft Dynamics 365 Finance for real-time updates to sales invoice records.
- Seamless automation of the delivery proof process, eliminating the need for paper documentation.
- Implementation of KAISPE's digital signature capture solution, KPoD, which streamlined the entire delivery process.
- Significant reduction in errors in data entry, enhancing the accuracy and reliability of delivery records.





Since 1988...

Company: SysCorp, Uganda

Industry: IT Company

Customer Profile:

SysCorp International Ltd, established in 1988 in Uganda, is a pioneer in providing business automation services. They were founded to bridge the gap between the availability of technology and the necessary skills to integrate it into business operations.

Challenges and Requirements:

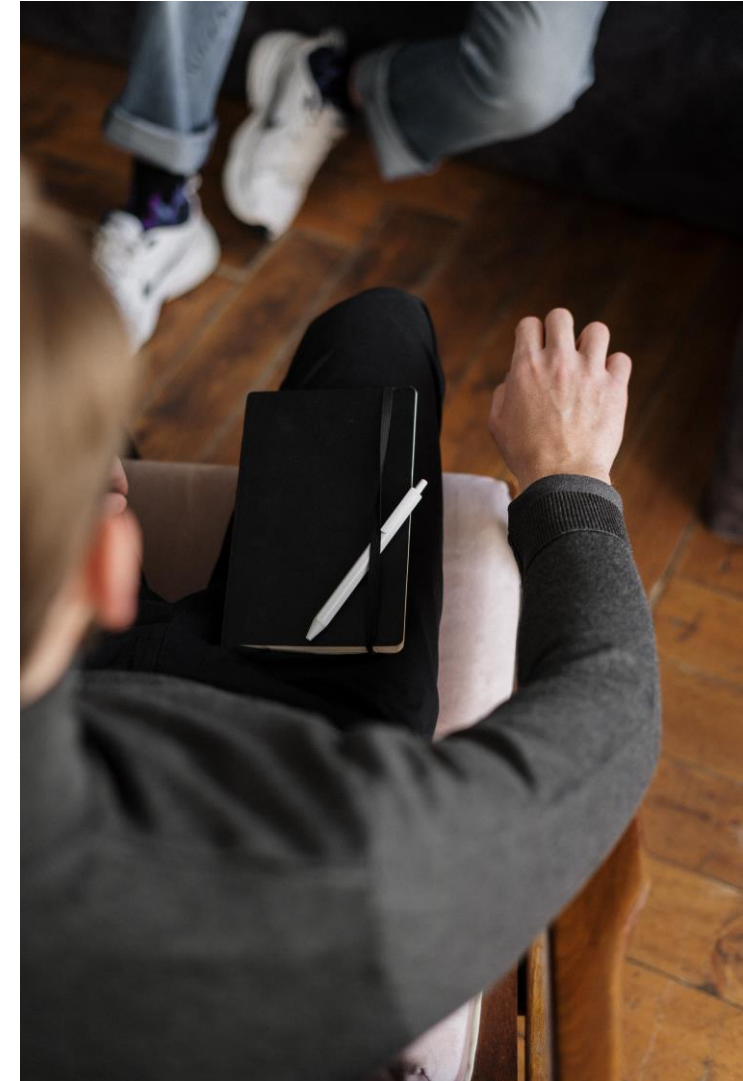
SysCorp faced several issues related to payroll tax calculations, including:

- A complex and time-consuming manual process.
- Errors in manual calculations leading to discrepancies in employee tax deductions.
- High resource requirements for manual payroll tax calculations.
- Compliance issues with the Ugandan tax authority, potentially resulting in penalties and fines.
- A need for an automated payroll tax calculation solution to reduce time and effort.

Results:

SysCorp partnered with software development company KAISPE and adopted their FlexPayroll solution. This resulted in:

- Minimized errors in payroll tax calculations.
- Easier compliance with Ugandan tax authority requirements, reducing the risk of penalties and fines.
- Customers being able to focus on their core business activities with the assurance of accurate and compliant payroll tax calculations.



Customer Profile:

Founded in 2007, Visterra is a biologics research and early-stage clinical development company focused on developing treatments for patients suffering from immune-mediated and other difficult-to-treat diseases.

Challenges and Requirements:

- Visterra struggled with manual processes for purchasing and service requests.
- The existing solution for creating requisitions was cumbersome, making it difficult to get them reviewed by authorized users.
- The manual process lacked flexibility, and reviewers spent too much time managing requisition details.
- Visterra aimed to transform digitally to enhance procurement operations' productivity and efficiency.

Results:

- KAISPE implemented the Purchase Requisition app, leveraging Microsoft Power Automate as its workflow engine.
- The streamlined procurement processes contributed to improved operational efficiency.
- The implementation, including customizations, took only three days, showcasing the speed and efficiency of KAISPE's solution deployment.
- Employees could easily use the app on multiple devices with a minimal learning curve, facilitating adoption.
- The solution provided a single, consolidated view of purchasing requirements for supervisors, department heads, and executives.



Customer Profile:

The customer is a building material solutions supplier based in San Antonio, USA. They specialize in providing essential construction materials.

Challenges and Requirements:

- The customer faced issues due to reliance on manual processes and paperwork, which led to time-consuming tasks and increased chances of errors.
- They had limited customer engagement and required staff assistance for basic inquiries.
- The lack of efficient measures to safeguard sensitive customer information posed security and data privacy concerns.
- Their procurement process was inefficient, causing delays and inventory management problems.
- They lacked a customer profiling system, which hindered the ability to provide personalized services and targeted offerings.

Results:

- KAISPE's Customer Portal was introduced, bringing an intuitive design and user-friendly interface, improving the overall user experience.
- Customers gained the ability to view and create sales orders, access account statements, and make invoice payments easily.
- The portal also facilitated comprehensive customer profiling, enabling the collection and analysis of customer data.
- The automated procurement processes save time and resources for both the customer and their clients.
- An integrated payment system was implemented for smooth invoice management, allowing customers to view and pay invoices online conveniently.
- Faster payment cycles and improved cash flow resulted from the online payment system.



Customer Profile:

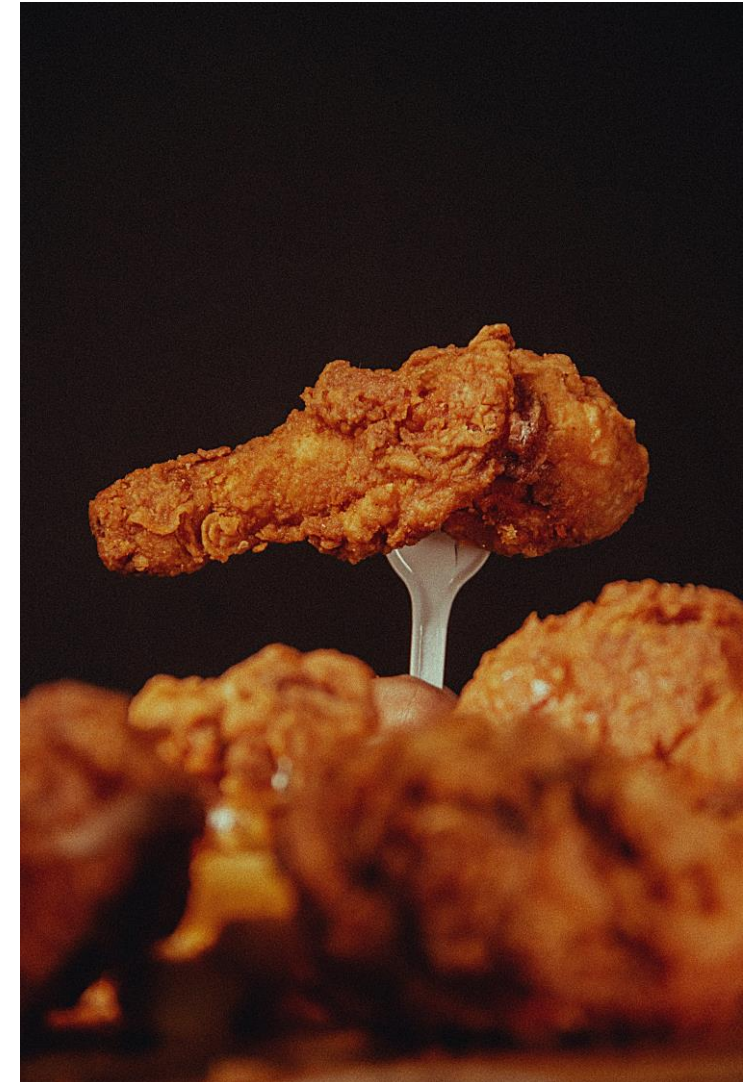
4FINGERS is a Singapore-based fast-food chain now introducing the best Asian crispy chicken from New York City's subway scene. They started in ION Orchard in 2009, expanding to multiple locations in two years. With a growing presence, they have extended their business to Malaysia, Indonesia, Thailand, and beyond.

Challenges and Requirements:

- Cumbersome paper-based requisition, approval, purchase order creation, and vendor communication processes.
- Increased complexity due to multiple locations, leading to delays and higher operational costs.
- Manual procurement process prone to errors, resulting in wastage of time and resources.
- The absence of real-time tracking of procurement activities causes difficulties in identifying and resolving delays.
- Inefficient vendor communication contributes to delays in the purchasing process.
- Need for a solution allowing data-driven decisions and identifying areas for process improvement.

Results:

- Implementation of KAISPE's Purchase Requisition App, automating manual procurement processes.
- Real-time tracking from requisitions to purchase orders, allowing quick identification and resolution of bottlenecks.
- Improved control over the procurement process with the ability to track expenses and analyze spending trends.
- Users could create and submit requisitions in minutes, with automatic generation of purchase orders.
- Reduction in operational costs associated with procurement.





1956-2023
over 67 pioneering years

Company: Edgo, Middle East and Africa

Industry: Oil and Gas

Customer Profile:

The Engineering and Development Group (Edgo) is a global company focusing on energy services. Edgo has grown into a diverse and successful multidisciplinary business, providing oilfield services and support operations to the oil and gas industry in the Middle East and Africa since its inception in 1956.

Challenges and Requirements:

- Difficulty in itemizing expenses with proper categories, manual approval workflows, and hard copy receipt maintenance.
- As a multi-location organization operating in 35 locations across 20 countries, Edgo struggled with the complexities of expense management on a global scale.
- The manual process lacked internal control over expenses, leading to challenges in monitoring and managing expenditures.
- The need for a solution that offers highly configurable expense policies with custom violation messages based on expense categories.

Results:

- Implementing the KAISPE Expense Report App resulted in an 80% gain in business productivity for Edgo.
- Employees could use the app to provide a detailed breakdown of expenses with the ability to select relevant categories and subcategories, enhancing granularity in reporting.
- The solution seamlessly integrated with Microsoft Dynamics ERP, meeting Edgo's mandatory requirement for ERP integration.
- The underlying Microsoft Power Automate workflow platform allowed KAISPE's app to offer configurable workflow options, meeting Edgo's complex workflow requirements for expense review.
- KAISPE's app offered a strong notification mechanism and flexibility for reviewers to conduct expense report reviews using various mediums, including Email and Microsoft Teams.

