

Unlock the true potential
of your organization

ERP | CRM | e-Business

We deliver results

About Us

As a highly specialized advisory and technical specialist practice, we at KCS assist public, private companies and government entities to develop innovative and smart business transformations, unlocking their true business potentials by focusing on three major correlated business areas:

- ERP
- CRM
- e-Business

KCS is a team of seasoned experts and international professionals based in the Kingdom of Bahrain, bearing a distinguished implementation track-record in several industries.

Working closely, and in partnership with our clients, KCS understands and addresses unique business requirements, and advises the best solution and implementation across the whole organization.

Our Mission

- Deliver results by creating tangible value and competitive advantage for our clients
- Deliver quality projects on time and within budget

Our Methodology

At KCS, we work hand-in-hand with our clients and partners in implementing projects with the following work-flow:

- Situation analysis and assessment
- Objectives finalization
- Solution design, benefits identification and deliverables
- Organization, roles and responsibilities
- Project planning (objectives, timing, cost/ budget, ROI)
- Project management and implementation
- Governance and change management
- Quality assurance and reporting

Where We Operate?

The KCS Competence Centre is based in the Kingdom of Bahrain and structured to deliver services and solutions throughout the GCC (Gulf Cooperation Council) countries: Kingdom of Bahrain, Kingdom of Saudi Arabia, United Arab Emirates, Qatar, Kuwait and Oman.



We deliver results

“Specialists in
ERP, CRM, e-Business”

“Your local partner in the GCC”



Our Services

At KCS, our expertise and focus is to assist our clients in their overall strategy definition, solution design, project planning, management, implementation, and overall quality assurance.

ERP Services

KCS provides world-class ERP services throughout the entire ERP project life-cycle, from project planning and initialization stage to normalization within the organization.

Advisory Services

- Business requirements assessment
- Solution architecture
- Project implementation strategy
- Project planning
- Budgeting and ROI
- Vendor research and selection
- Project team and office set-up
- Project management
- Governance and steering committee
- Change management
- Quality assurance
- Business intelligence
- Communication strategy

Technical Services

- Solution design development and implementations
- Managed services
- Post implementation services
- Staff augmentation
- Training and workshops

CRM Services

On the strategic side, our advisory team with its in-depth experience helps our clients develop customer centric organizations suitable and congruent to their needs and business objectives. We help organizations to set-up their appropriate CRM strategies, organization and business processes.

On the tactical side, through our specialized team and modern contact center, we help companies attract, capture and manage customers, increase sales, develop sales force automation and improve customer satisfaction and loyalty.

Advisory Services

- Customer centric organization set-up
- CRM operations policies and standards
- Customer intelligence and satisfaction strategy
- Customer database management
- Direct marketing strategy
- Sales force organization strategy
- Loyalty programs strategy

Technical Services

- KCS designs and implements bespoke sales and direct marketing campaigns, customer satisfaction surveys and develops improvement action plans, all driven to improve customer satisfaction and loyalty.
- Customer satisfaction measurement and improvement action planning
 - Direct marketing campaigns
 - Loyalty programs
 - Sales force automation and incentive schemes



“An ERP project is not only an IT project. First and foremost it is a business transformation project”

“CRM is a way of how to conduct business, not a problem of technology”

Our Services

e-Business Services

At KCS, we build B2C and B2B internet, intranet and extranet innovative solutions, and support organizations in integrating their transactional business processes to deliver services and products across the web.

Advisory Services

- e-business assessment, strategy and business processes alignment
- Solution architecture and business processes design and integration
- ROI and feasibility planning
- Project management

Technical Services

- Website design and development
- Website maintenance
- E-Commerce and online payments
- Search engine optimization
- Social media marketing
- Mobile website design and development
- Kiosks and interactive environments
- Intranets and extranets
- Email newsletter marketing

Industries

Our advisory and technical teams bring to each client deep industry knowledge, expert perspectives, and best practices from several industries.

Automotive



Financial Services



Logistics



“Can you imagine an airline without an on-line reservation system?”

“The common denominators across all industries: ERP, CRM, e-Business”

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