



CASE STUDY

COH Baines Ltd
Tunbridge Wells
Kent

C.O.H.BAINES LTD.
RUBBER MOULDINGS AND EXTRUSIONS

"We simply couldn't do our job without the system and ongoing technical support of the team at Knibbs. They came in, listened and understood straight away what we needed to achieve."
Trevor Rand, General Manager, COH Baines

At a Glance

- COH Baines manufactures rubber materials for the automotive, electrical and aeronautical industry
- Working in a highly competitive marketplace, COH Baines needed to streamline business processes to stay one step ahead
- Knibbs has developed, installed and overseen an IT infrastructure that automates a range of previously time-intensive systems across the company
- The team at COH Baines is now free to concentrate on doing business, safe in the knowledge that company processes are organised, secure and cost-effective.

Case Study

C O H Baines has manufactured and supplied rubber materials to the automotive, aeronautical, electrical and coach building industry for over 60 years; providing essential products to well known brands including British Aerospace, Rolls Royce and GKN Westland.

The 24-strong company based in Tunbridge Wells has an annual turnover of nearly £2m and is an excellent example of a small business that uses technology to succeed in the face of fierce competition from today's global marketplace.

COH Baines made its first move away from entirely paper-based systems to a more automated approach in the early 1990s – choosing an IBM System/36 and standard support package to manage both its stock control and its accounting system. Both the time and efficiency savings made from these changes were significant and spurred the company on to investigate other areas where processes could be streamlined.

Knibbs Computer Services was asked to create an IT infrastructure (hardware and software) that would automate as many of the organisation's business management processes as possible. From the initial meeting, it took only three months for the Knibbs team to develop a new system, install it and have it fully operational. This included training key personnel on using the new system – and all in plain English rather than techno-babble!

Today, the following business areas run off a secure and streamlined IT infrastructure and software package maintained by Tim Knibbs and his team:

- Payroll
- Purchasing
- Accounting
- Distribution
- Customer contact and relationship management
- Marketing
- Communication

In the six years since this system was implemented, operational benefits have been felt across the entire organisation. Commenting on the network, Trevor Rand, General Manager at COH Baines, said:

"We simply couldn't do our job without this system and the support of Tim and his team. They came in, listened and understood straight away what we needed to achieve. The results were swift, spot-on and 100% reliable."

Convinced of the long-term benefits of investment in this area, Knibbs is currently in the process of upgrading the COH Baines network, thereby doubling the link speed between the server and its PCs. The result will be even greater time and operational savings across the company. It's a tough market for traditional manufacturers in the UK, but by harnessing the power of technology, COH Baines is staying one step ahead of the competition.