



CASE STUDY:

Credit Union Cuts Ordering Time and Improves Order Accuracy with the Kirk Office Webstore



Online
Ordering

Overview:

The Cayman Islands Civil Service Association (CICSA) Co-operative Credit Union Ltd. is a member based financial co-operative. Founded in 1975, it is focused on providing services to members at low fees; encouraging saving; and offering competitive loans to members. Their team works hard to ensure members have access to high quality financial services at a reasonable cost.



Time
Savings

The Challenge:

The CICSACU is a busy financial institution; they order dozens of office products every week and getting the right items to staff on time is important part of servicing their clients. Ordering from a catalogue was cumbersome and time consuming, so CICSACU needed a better way to order their office supplies.



Easy Self
Service

Impact:

Ordering supplies through a catalogue was often a multi-step process involving combining lists from various departments and staff. Also, print catalogues often don't have the items pictured, so CICSACU would sometimes order what they thought was the right item which turned out to be slightly different from what was needed.

Solution: The Kirk Office Webstore

With the Kirk Office webstore, CICSACU has 24/7 access to the entire product catalogue. They use customized quick lists which help to cut down on the time spent searching for products. Plus, they have access to their online order history and can reorder items with just a click.



The Result:

Thanks to the Kirk Office webstore, CICSACU now spends half as much time sourcing and ordering regularly ordered office supplies. They have a record of past orders and access to helpful quick lists which let them order supplies quickly and easily.

"The Kirk Office webstore has been a huge time saver for me. Customised quick lists make ordering office supplies easy. With the webstore, I get the items I need quickly and conveniently and get on with my day. If I need support, I know there's a team of experts at Kirk Office willing to help."

Shane Bothwell – Security & Operations Manager, CICSA Co-operative Credit Union Ltd.