



Success Stories: Kent Business Solutions

Kent Business Solutions has a successful track record of helping businesses thrive and grow. Check out these success stories to learn more about ways we can help your organization become profitable beyond your imagination!

Company: Schier Products (Scrum Process)

Problem:

- Schier's product development process was too linear and bogged down much too frequently
- One development effort took 2-3 years to execute—too long a timeframe for their product line

Solution:

- Developed/implemented a Scrum process in 60 days, geared towards manufactured goods
- Client received tools/resources to become self-sufficient—no need for additional KBS support

Result:

- *Implementation was so successful, they are employing Scrum all across their business*
- *Developed 5 subsystems that fit across their whole product line (not in original scope)*
- ***New process increased their speed-to-market by over 100% for a new product (10 mos.)***

Company: Milbank Manufacturing (Voice of the Customer Process)

Problem:

- No standard process existed for gathering customer feedback to ensure client met all requirements
- One prototype failed to meet customer requirements (near-miss of losing significant investments)

Solution

- KBS facilitated a cross-functional team to create a VOC process that is consistently followed
- Created "How-To" Kits for various VOC methods: surveys, product observation, focus groups, etc.)

Result:

- *VOC event held in a foreign country resulted in improved product safety over past products*
- *New product resulted in a revenue increase of +40% in just two months*
- ***Product opened up a new market in another foreign country worth millions of dollars***



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Company: Honeywell FM&T (Sales Process)

Problem:

- Sales staff for a new division were pursuing too many low-dollar volume opportunities (<\$10K)
- Total sales revenue was much too low for a Fortune 100 company

Solution:

- Developed new sales process that provided a consistent method for vetting new opportunities

Result:

- *New sales process was recognized as best-in-class in the Department of Energy**
- *Process was highlighted in Honeywell's winning Malcolm Baldrige application*
- ***Once implemented, process increased sales from \$85M to +\$300M over 9 years***

Company: Honeywell FM&T (White Paper Process)

Problem:

- New division did not have a standard method for developing white papers/proposals
- Government Agency soundly rejected one submission for their white paper call (“poorly written”)

Solution:

- Created a standardized process that greatly improved quality and quantity of submittals
- New process allowed for creation of multiple, concurrent white paper/proposal submittals

Result:

- *Division wins for unsolicited** submittals increased 100% over a period of two years*
- *Process improved document production efficiency 10-fold over previous white paper calls*
- *Agency that rejected the previous white paper (see above) accepted 9 out of 10 submitted white papers for the next annual call*
- *Process was developed on-the-fly during the above-mentioned white paper call*

Interested in learning more? Click [here](#) to set-up a time for a free 30-minute consultation!

* Honeywell FM&T is a Federal Contractor to the Department of Energy

**White paper or proposal requests that are broadly advertised with no personal invitation to respond