



Kichler Transforms Planning to Do More with Less

Better Visibility, Better Decisions

KICHLER

Industry

Building Products /
Lighting and Ceiling Fans

Location

Solon, OH, USA

Size of Supply Chain

7,600 customer locations
9,700 items

New Horizon Products

Demand Planning
Supply Planning
Buyers Workbench
Sales and Operations Planning

Objective

Replace disparate spreadsheets and outdated applications with a modern end-to-end planning solution

Solution

Deployed in US, India, and China to plan products sold all over North America. Integrated with Epicor P21 ERP system.

Productivity ▲

Increased planner productivity

Visibility ▲

Better end-to-end visibility

Collaboration ▲

Improved collaboration

Lighting the Way Forward with Modern Planning

Founded in 1938 in the greater Cleveland area, Kichler Lighting is a leader in decorative lighting and ceiling fans for residential and commercial spaces. With a reputation for seamlessly combining design and functionality, Kichler offers a broad portfolio of lighting, landscape, and ceiling fan products available at independent showrooms, Lowe's, The Home Depot, electrical and landscape distributors, and online.

In pursuit of a leaner and more nimble supply chain, Kichler sought to modernize its planning capabilities. The company aimed to increase inventory turns, improve collaboration and communication, and better serve its customers by adopting an integrated, end-to-end planning solution.

Breaking Free from Spreadsheets and Silos

Previously, Kichler relied on a mix of Excel, some basic ERP functionality, and an outdated forecasting application. These disconnected tools created a cumbersome planning process, with multiple handoffs and a lack of clear visibility into the end-to-end supply chain.

"We had too many spreadsheets, too many handoffs, and not enough visibility," noted Billy Sosa, Kichler's Forecasting & Sales Operations Planning Manager. "We wanted a solution that would enable more efficient planning, connect data and processes across teams and departments, and help us make faster, better decisions."

Kichler set out to replace its disparate systems with a single, end-to-end solution that would optimize planning from fore-

casting customer demand all the way through procurement.

A Collaborative Partnership with New Horizon

Kichler selected New Horizon not only for its advanced capabilities but also for its consultative approach.

“New Horizon impressed us by how quickly they understood our business and what we were trying to accomplish,” said Sosa. “They helped us rethink our way of doing things and get things right, and not simply deploy a new system.”

New Horizon’s AI technology, ease of use, and value for the money also stood out. Unlike other platforms with limited depth, New Horizon offered powerful analytics with the ability to drill into the details. The Buyers Workbench application, in particular, was seen as a unique differentiator.

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Forecasting &
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Planning Manager

One Platform, from Forecast to Fulfillment

Kichler deployed New Horizon’s Demand Planning, Supply Planning, Buyers Workbench, and Sales & Operations Planning applications. These planning solutions collect the required operational data from Kichler’s Epicor P21 ERP system.

The solution now supports planning for over 9,700 items distributed to more than 7,600 customer locations across North America. A single platform enables a seamless process from forecasting consumer demand to procurement planning. By leveraging POS data from major retailers like Home Depot and Lowe’s, Kichler can forecast demand more accurately. Automating procurement planning reduces manual touches, while collaboration features enhance coordination among different functions, particularly between the U.S. and overseas operations.

Early Wins with More to Come

Although Kichler only recently went live with New Horizon, the company is already seeing results. Planner productivity has improved, decision-making has accelerated, and cross-functional collaboration has strengthened.

Kichler expects to achieve measurable gains in forecast accuracy, inventory turns, and cash flow. In addition, the company now has a modern, flexible platform to support scalable growth and operational excellence.

To learn more:

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