

MYOB Greentree

Client Interaust Foods | Partner Endeavour Australia | Location Australia
Product MYOB Greentree | Industry Food & Beverage



The raw materials to get this importer on track

For over 30 years Interaust Foods have provided quality raw materials for food and beverage producers. Today, Interaust wholesales over 300 different products for major producers of packaged foods and beverages around the world. However, an antiquated financial system was leading to issues within the business.

Problem

Systems that didn't stack up

Interaust Foods' outdated system had created a multitude of manual processes and subsequent confusion about vital figures. When you're importing 10-15,000 tonnes of raw materials per year, and on-selling them to several hundred manufacturers, these sorts of mistakes add up – both financially and on levels of customer satisfaction.

"Our business systems were antiquated," explains Tony Fraser, Financial Controller of Interaust Foods Pty Ltd. "We were never quite sure whether or not we had the stock to fill the orders."

Interaust's legacy system, Arrow, couldn't accommodate purchasing, so it was being manually handled on Excel spreadsheets or Word documents: paving the way for error. "It was extremely difficult and time-consuming trying to work out whether we were pricing correctly, and we were issuing a large number of credit notes to customers because we were getting it wrong. I can't be sure how much we were losing due to errors that weren't picked up, but it would have been significant."

Interaust Foods operates in a highly seasonal market, influenced by many factors including weather and crop yields, meaning that quantities available and prices are in a constant state of flux. With loads of subtle variances in product, a huge inventory is needed to accommodate customers. The manual processing, conflicting price documents and high rates of error was unsustainable. With such a multitude of moving parts, it was time to invest in a new ERP software system.

"There was a lot of double and triple handling of information"

Solution

A tall order that Greentree was able to fulfil

When Interaust Foods began the search for a new system that could store all the stock and pricing information in one place, MYOB Greentree got the nod for its integration and flexibility.

Now MYOB Greentree holds all of the important data in one place; all the relevant team members have a live view of transactions that is up to date and there's a single set of true information, making life easier for the whole team.

"It's now our one-stop shop for whatever we want to know," says Tony. "Even the ability to simply attach documents in Greentree has made a huge difference," Tony enthuses.

At a glance Interaust's staff can now see which customers have received how much of a particular product line, and how much is remaining in stock. This has taken the risky, and costly, guesswork out of product and sale contracts.

The live visibility delivered by MYOB Greentree's Workflow desktops ensures a trouble-free trail from sale to release, dispatch and invoicing. Greentree also enables accurate monitoring of incoming shipments and has removed the hassle of exchange rate fluctuations.

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Outcome

Importing a truckload of benefits

The web of spreadsheets for different products and customers is a thing of the past, and Tony estimates that pricing errors have dropped by more than 90%. Errors in handling orders are now minimal and double handling has been stamped out, saving time and money.

“The amount of time that MYOB Greentree has saved everybody has been enormous,” Tony says.

“I’m especially pleased with the business intelligence tool, MYOB Greentree IQ (powered by QlikView). I used to have to spend a day and a half every quarter manually keying in sales figures for reports to our directors. Now I just get the figures from MYOB Greentree and the job is done in minutes.”

The staff using MYOB Greentree are enthusiastic about the new system also: “We feel that the system is there to help us, rather than us being told what to do by the system,” Tony says.

As Interaust Foods battles through tough economic times and stiff competition, MYOB Greentree brings a competitive edge via its high level of efficiencies.

“I’d say we’re light years ahead of where we were,” Tony concludes. “We’re now doing things that make for a better customer experience, and we’re happy that we’ve been able to simplify our processes. There was no way we could continue living in the past. We had to modernise, and Greentree has helped us to do that.”

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Before	After
+ Unsure of stock levels	+ Live view of transactions in one system
+ Difficult, inaccurate pricing resulting in errors and financial loss	+ Pricing errors reduced by 90%
+ Time consuming, manual process to get vital reports	+ Reports of key figures generated in minutes
+ Triple handling of information	+ A single source of truth