



Delivering the goods for chic homeware retailer

Overview

One World Collection is a gift and homeware retailer. The company's focus is on offering products that look and feel high end at reasonable prices.

Originally from London, the company brought their European designs to Australia and New Zealand in 2003, opening stores in Sydney and Auckland. In 2010, One World Collection made the BRW list of the top 100 fastest growing businesses in Australia. With recent expansion of their operations in to the USA, and 45 staff members globally, this rapidly growing business started to feel the limitations of its existing accounting software.



Problem

Software limitations

When One World Collection opened their Sydney and Auckland stores, MYOB AccountRight was their software of choice. The company was happy with this solution and continued to use it for 10 years.

One World Collection Managing Director, Greg Ollerhead, says, "MYOB AccountRight is very user friendly and easy to train new staff. However, the problem is that, as a growing business, we were feeling the limitations with stock control and reporting systems."

One World Collection decided to start researching alternative software solutions that could handle the complexities of their growing business. Through their research, Greg and the team looked at SAP and a few other SQL based systems before hearing about EXO through a third party developer who uses EXO for its clients.

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Solution

EXO ticks all the boxes

EXO was the clear choice for One World Collection. Greg explains, "EXO's price was reasonable compared to other high-end systems. And for our size, this system provided the right functionality." Other businesses within the same industry were also using EXO and the fact that EXO was owned by MYOB, a reputable and trusted company, gave Greg and the team confidence in their decision. Greg says, "We think it will become even more widely used in future."

Kilimanjaro Consulting, an MYOB Partner, implemented the new system. Greg and the team at One World Collection were impressed by their thorough knowledge of EXO. Greg says, "Our needs were quite specific so it was great that they could explain how everything could be customised to work in our environment. Kilimanjaro were fantastic to work with."

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Passing the test

Katrina from Kilimanjaro Consulting handled the installation and the team at One World Collection were very happy with the result. Greg explains, "Katrina's knowledge of EXO is brilliant and I have to say that she has a lot to do with how successful the system is for us."

Kilimanjaro Consulting provided a UAT (User Acceptance Testing) phase where a full version of One World Collection's customised database could be accessed and tested by the team. "We tested as much as we could before the data was transferred out of AccountRight and into EXO," says Greg. "There were a few teething problems but this is to be expected with any new upgrade like this. Upon reflection, it was not anywhere near as painful as expected on roll over."

When it came time to train the team on the new software, it took some time to get used to. Greg explains, "EXO has a different look and feel to other MYOB products like AccountRight. It's the same with any change of system I suppose. Once everyone was used to it they were very positive."

Tailored reports

Due to the large amount of customisation required, the system took some time to become fully functional but Greg says, "EXO was all worth it." A number of reports were tailored to suit the specific needs of the company, such as customer backorder report with ETA and images, stock reorder and sales report, debtor performance report and agent's monthly commission report. "This is why it took time to really become the business tool it is now," explains Greg.



A time for growth

"EXO has helped us become a lot more efficient and grow in ways we could not have done with our previous system," says Greg. "It allows us multiple stock/warehouse locations which is very important to our business as we have warehouses in 3 countries now. It allows us to get third party programs to link in to the SQL database in real time so our website is live and accurate. Also, we deal with large national retailers and EXO allows us to use EDI integration with their systems."

EXO has also provided the team with greater visibility into the business. Greg explains, "We can sort and allocate stock to customers according to their annual spend and status. We can also run so many different reports for stock replenishment based on various factors which we couldn't do before."

According to Greg, "The most significant contribution EXO has made to our business is the ability it has given us to become a lot more efficient and grow in to new markets like New Zealand and the USA. The benefits of EXO are enormous."

"EXO has helped us become a lot more efficient."



Before	After
<ul style="list-style-type: none">> Limitations with stock control> Restrictions with reporting systems> Poor visibility.	<ul style="list-style-type: none">> Greater efficiency> Multiple stock/warehouse locations> Customised reports> Ability to expand into new markets.