

CASE STUDY

CLIENT: Tensens Cleaning Supplies

INDUSTRY: Exporting

LOCATION: Australia

PRODUCT SUITE: EXO Business

MYOB ENTERPRISE PARTNER: Focus

Wholesale, point of sale and job costing/service in one integrated system gives this Queensland cleaning company crystal clear visibility over all its products.

Overview

Tensens Cleaning Supplies is a family-owned business based in south east Queensland.

Operating for over 12 years, the company sells a wide range of cleaning supplies, from janitorial equipment and machinery to washroom consumables.

Tensens aren't just retailers. They provide essential service and maintenance too. This means the company needs cradle-to-grave visibility over the life cycle of all its products. And until recently, that was visibility it just didn't have.

Partial visibility

Tensens had been using MYOB Premier for five years. Although ideal for small start-ups, the system wasn't able to cater for the demands of a growing multi-disciplinary business.

"With distinct wholesale, retail and service functions, we needed to keep an eye on specific areas of our operation," says Ben Rodgers, Tensens owner.

"We needed better stock control and back ordering capabilities too, and Premier just wasn't able to give us that – in part, because it was never designed for that purpose."

So Tensens started looking at possible replacements.

A clean slate

"There were several contenders" says Rodgers, "but while some of them were competitive on price, they didn't have all the features we needed. They also portrayed a 'we're the best, you'd be silly not to use us' sort of attitude, which we weren't all that keen on."

That's when Tensens turned to MYOB EXO Business and Employer Services.

"EXO ticked all the right boxes," Rodgers comments, "but it's fair to say local MYOB implementing partner, Momentum, had a hand in influencing our decision. It was their confidence, demonstration and knowledge of EXO that really convinced us to go with the product.

"Al's presentation in particular," he adds, referring to Momentum CEO Alistair Emery, "really was fantastic."

Working with a trusted partner

According to Rodgers there were one or two teething problems in the beginning, but it didn't take long for Momentum to put these right. After that, he says, "we were soon able to start enjoying the benefits of EXO."

Momentum has since customised several areas of EXO to better suit Tensens way of doing things. This includes invoices and sales orders.

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Alistair Emery of Momentum explains:

“Tensens sell serialised items that they then service for their customers. In EXO, the serviceable units functionality is a good fit for the servicing, so Tensens asked us to convert the serialised items into serviceable units whenever they’re sold. By default, sales don’t automatically convert items to serviceable units unless it’s set up this way during implementation. That’s where our expertise came in.”

Momentum was able to do this thanks to EXO’s SQL platform, which makes it possible to automate events. In the process, they saved Tensens hours of data entry each month.

Off the back of this, Tensens have been looking at other areas for customisation.

“Until now we’ve been doing job costing pretty much using the default options,” says Rodgers, “and it’s great. However we now realise that as EXO is fully customisable, it can be tailored more to our specific needs. So we plan to ask Momentum to look into that next.”

Growing accustomed to a new system

Rodgers admits they still probably tiptoe around EXO a bit, but on the whole, staff seem pretty happy using the system.

“In no small measure, this is down to the time and effort taken by Bryan at Momentum to make sure we’re all appropriately up to speed,” says Rodgers.

“That, and the fact that most of us couldn’t wait to get to grips with the system that had decent stock control.”

Saving time and effort

Of all the reports available to them, Tensens tend to use their profit and loss or sales reports most – at least for the moment.

“We still have a number of requirements with regard to reporting and business analytics,” says Rodgers, “and Momentum will be looking at these over the coming weeks. However, we can already analyse stock much better. Job costing is so much clearer. Accounts payable and accounts receivable are easier too.”

One of the biggest steps forward is pricing. Previously, every sales order was manually priced based on hardcopy price lists. Now, pricing is applied automatically, saving Tensens hours in manual entry.

There’s even more time saved with customer orders. Again, thanks to EXO’s SQL platform, orders that are placed online through Tensens website are channelled straight into EXO, without anyone having to manually receive orders.

The improvements don’t stop there either. With their new back order/orders report, Tensens can now see exactly what is on order for a customer and whether or not that order has been placed with a supplier.

“Previously,” says Rodgers, “we would print out back orders and pin those to the back order board. Once the stock was ordered it would be placed behind the supplier’s orders.”

“This” continues Rodgers, “is where I think stock was either lost or sent twice. In Premier, you could edit an order even after it had been fulfilled, which meant you had no proof whether it had actually been sent or not. In EXO, once an order has been supplied, you know that order is finished.”

Successful outcomes

Where EXO really shines, however, is in no one feature, but in its ability to handle multiple aspects of a busy business.

“Our business,” says Rodgers, “has a number of different angles and can be quite complicated. Having wholesale, point of sale and job costing/service in one integrated system is a very powerful mix.”

“Stock loss is still an issue,” he adds, “but with EXO we’ve got it down to a few thousand – compared with over \$10,000 previously.”

Summing up, Rodgers says EXO has saved Tensens a great deal of time, and significantly improved efficiency.

“We’re very happy with the outcomes we’ve achieved through upgrading to EXO and through Momentum’s service.”



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