

# CASE STUDY

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|--------------------------|-------------------------------|
| CLIENT:                  | Surgical and Medical Supplies |
| INDUSTRY:                | Wholesale: Medical Supplies   |
| LOCATION:                | Australia                     |
| PRODUCT SUITE:           | EXO Business                  |
| MYOB ENTERPRISE PARTNER: | Axsys                         |

EXO's ability to create new reports and improve the decision making process makes it software of choice.

## Overview

Established in 1970, Surgical and Medical Supplies is a South Australian-based company that supplies surgical and scientific products to major hospitals in South Australia. They also supply specialists, universities, general practitioners, laboratories and other related businesses.

As a wholesaler, the company's success depends on being able to maintain a watchful eye on inventory and sales figures.

But a year and a half ago, saddled with the wrong business management system, Surgical and Medical Supplies found itself struggling to do either.

## Time for a change

The software in question was Promadis – a system that Administration and Finance Manager Ronda Smart says they were just not happy with.

It wasn't only the functionality of the system they found lacking.

"We weren't getting the right support either," says Smart.

So they began looking for alternatives.

## The user-friendly alternative

Surgical and Medical Supplies eventually settled on MYOB's EXO Business (EXO), which – as a Windows-based system, they believed would bring a number of new benefits.

So far, they haven't been disappointed.

According to Smart, "The software has proven to be very good, especially in comparison to what we had."

"Staff are very happy with the program and find it easy to use," she says, adding, "reports are more readily available too".

"Best of all," says Smart, "because our people are less stressed they're much happier as a result – and that makes a difference to our entire operation."

## Critical allies

Key to this successful outcome is Axsys, a company for whom nothing is too much effort, according to Smart.

"They look after us straight away, without any fuss ... and never show any sign of impatience."

Axsys is the company that installed EXO and now provides ongoing support for the system.

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“From the very first meeting, we tried to be as detailed as possible and make sure Surgical and Medical Supplies understood exactly what was going on,” explains Jason Ransley, Axsys’ Director.

“They’d been burned with Promadis and were understandably wary about falling into the same trap with another system. So we proceeded with extreme caution.”

## Tailoring the solution

The approach paid off.

Nowadays, according to Ransley, Surgical and Medical Supplies are always looking for the next thing to improve efficiency.

“We needed more reporting options and more printing functionality,” says Smart, “as well as a number of other alterations to tailor EXO more precisely to our needs”.

These included changes to the way goods were receipted and supplied, as well as the set-up and printing of goods receiving dockets.

Axsys has also created new form layouts, designs through the sales order process, automated delivery labels, run sheets for drivers and – most recently – an automated freight trigger.

“Knowing we can easily have a report written if it doesn’t already exist really is a comfort,” says Smart.

“In fact, it’s that extra functionality that makes MYOB our preferred choice of software.”

## Making things easier

“EXO has proven to be a big time saver,” says Smart, “and traceability has greatly improved.

“Information is much more accessible too, so we are able to report on a wide variety of things with greater ease. And that makes the overall running of the business much easier.”

Ransley agrees.

“For Surgical and Medical Supplies it’s all about control of their inventory and accurate sales reporting. So having all that information in one spot is critical.”

In summing up EXO, Smart says all aspects of the program have proved useful, especially the ability to create reports.

“But it’s what EXO gives you from a management perspective that really sets it apart,” she concludes – the ability to make decisions.”

## Client and Enterprise partner details

[www.surmed.com.au](http://www.surmed.com.au)

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