MYOB Greentree

Client Millbrook Resort | **Location** New Zealand
Product MYOB Greentree | **Industry** Tourism, Entertainment

Efficiency and competitive advantage

An iconic Queenstown destination is using digital technology to maintain a competitive advantage and deliver outstanding experiences for thousands of guests every year. Millbrook Resort, one of Australasia's leading five-star accommodation providers now has MYOB Greentree at the centre of its complex operations.

Problem

"Making do" not supporting the needs of this burgeoning business

Spread across more than 500 acres and employing close to 300 people, Millbrook Resort is much like a small town. It's made up of luxurious accommodation, a world-class golf-course, four restaurants, day spa, health and fitness centre and property for sale. "There's nothing else like it in New Zealand," says Darren Auld, Millbrook Finance Manager. This complexity also means the resort requires a suitable system capable of handling all aspects of its business".

The company's outdated core financial systems were failing to meet the needs of the burgeoning business, with shortcomings particularly obvious in supply chain management, job costing, purchase and inventory control. Darren says updated systems is critical to the survival of any tourism operator:

"To keep pace with the current tourism boom in New Zealand, businesses now need to have real-time visibility of everything from job cost management and human resources to workflow, supply chain, and payroll as a way of increasing efficiency." Millbrook, he says, had been 'making do' with the systems they had, but as they grew they needed another solution. "It became apparent that we needed a richer set of tools to increase productivity and efficiency, while reducing labour costs", says Darren.

"To keep pace, tourism businesses now need to have real-time visibility of everything as a way of increasing efficiency."

Solution

Flexibility and visibility

As a big believer in embracing technology to work smarter and faster, Darren led the process to effect positive change. He says: "Businesses that do not adapt run the risk of missing out on opportunities in the future." Millbrook now has an improved solution with MYOB Greentree at the centre of the company's operations. The flexibility of the software also meant Millbrook can connect to the Opera Reservation System, which manages the resort's front office hotel and accommodation requirements.

MYOB Greentree' greatest advantage is the visibility it provides across the multifaceted operations and business units at Millbrook. With the nature of the resort, which has some privately owned properties and others owned by Millbrook itself, and all managed by the resort, it is necessary to provide detailed tracking of all expenses and incomes related to every property. The level of detail provide by Greentree suits the purpose exactly.

MYOB Greentree allows Millbrook to scale by tracking their finances and inventory in real-time, giving them greater accuracy in their business forecasting and managing the increasing complexity that comes with their company growth.

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Outcome

From complex, to lean and clean

MYOB's Greentree's wide capabilities support Millbrook's property development operation, which creates habitable properties on bare land, handling significant sums of money in the process. The Job Cost module accurately tracks the various components of each development bringing complete and easy visibility to a once-opaque aspect of the business. The Greentree eDocs module has revolutionised accounts payable. Invoices are emailed directly into Greentree, with immediate visibility as they arrive within the ERP system. This accelerates payment to suppliers, ensures nothing falls through the cracks and, crucially, eliminates a previous drift of paperwork.

This was a steep learning curve for the accounts payable department, but it has delivered a big boost; Millbrook now has a clean Accounts Payable Desktop. Reconciliations happen faster (and on demand), costs are better managed and, thanks to the companywide system, department heads can track progress and performance at any time, simply by running a report. As a result, controls are vastly improved, too, says Darren: "When we generate our month-end financial reports, they are automatically calculated using real-time data for adjustments and balances – all without any human intervention. We're also able to easily manage our inventory, which is delivering huge gains i n our efficiency."

Darren says the solution is easy-to-use and cost-effective, making it easy for people to collaborate and reducing the risk of human-error." It allows our team to work with anyone, anywhere. We've got staff members who would not – or could not – have worked together just five years ago, but can now thanks to new technology, they are providing up-to-the-minute information," he says. Ultimately this improvement allows the Millbrook team to deliver the same, consistent, high level of service across the business. He reiterates the value of a good system properly implemented by a knowledgeable MYOB Business Partner: "Done well, technology not only makes business life easier for your team, it can reduce your labour costs quite significantly."

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Before	After
+ Outdated core financial systems	+ Real time data, visibility, automation and work flows
+ Teams not working well	+ Collaboration and great team work
+ Failing to keep up with sector growth	+ System will scale and support growth plans

myob