

# MYOB Advanced

Client Engel Australia | Location Australia | Partner Horizon Business Systems  
Product MYOB Advanced | Industry Importing, Warehousing & Distribution



## The cool solution to Engel's software woes

If you're an Australian who loves getting out and about, chances are you have an Engel's portable fridge or freezer in the car or garage. This large, iconic brand had been managing with an older system that simply couldn't handle its transaction volume. Moving to MYOB Advanced solved that – and delivered a raft of other benefits, too.

## Problem

### Too many transactions, not enough information

Engel manages warehouses all over Australia, a turnover of over 40 million. It deals with some of country's largest retailers, but it was making do with financial software better suited to a far smaller company.

With Engel enjoying phenomenal growth, the company needed a system that would more readily scale to suit demand. Engel is also owned by a publicly listed company based in Japan, so they needed a cloud solution to meet their parent company's complex reporting requirements.

Without easy access to timely information, day-to-day tasks were more complex. Company Accountant, Maki Hales says the warehouses relied heavily on the phone and fax to keep tabs of inventory. "The warehouses had no access, so we were faxing back and forth using paper run sheets. It added a lot of time and room for error."

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## Solution

### Flexible, accessible, simple

Following a recommendation from MYOB business partner Horizon Business Systems, Engel shifted to MYOB Advanced. This provided the flexibility, accessibility and transparency it so desperately needed.

Designed for larger companies, MYOB Advanced would easily manage Engel's transaction numbers, and allows for an unlimited number of users – something Maki says had been a real issue for the company. With Advanced, everyone in the company would be able access the new system, eliminating much of the manual work.

Maki says the Foreign Exchange function is "quite handy," but the best part is the system's flexibility: "We don't have to change the way we run the business. Before, we had to change the way we did things to suit the system."

One example is the connection to Velixo which enables reporting from Excel with live data from the Advanced database and includes an easy drilldown to the originating transaction.

A dashboard customisation from Horizon also delivers real-time performance information, which can be filtered to an extremely granular level – down to the performance of individual sales people or products, for example.

Maki says Horizon was very helpful during implementation and after. She says Director and principal consultant Jonathan Goh was "very patient" and came into Engel's HQ to support the team during the changeover.

Michael Pendred, CEO of Horizon adds: "This is an iconic Australia brand and we're so pleased to have helped bring the business processes up to the same level. MYOB Advanced is proving to be just the right system to support their growth."

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# Outcome

## Days of manual work saved each month

Maki says that while the system has only been up and running for a year, the benefits are already wide ranging. "So many things were improved, I don't know where to start!" she says.

The efficiency gains are the most notable. With so many processes completed manually, a shift to a more intuitive, automated and centralised system has created astonishing time savings.

Maki points to just one example to illustrate this. "One of our major customers can pay 400-500 invoices at the same time. Before, we would have to process them manually – that sometimes was a day's work. Now I can import their remittance advice, and it's a 30-minute job.

The software's cloud hosting has also fundamentally changed how Engel could work – for the better, says Maki: "I have kids, so when they're sick, I can work from home. I couldn't do that before."

Day to day, it also makes managing inventory far easier. Instead of phone calls flying between warehouses and HQ, managers can now simply log in to check stock levels. "They can log in and confirm the serial numbers with us, instead of writing them down and faxing them."

This makes life easier and gives people at every level access to the information they need to make smarter business decisions.

The success of introducing a centralised, automated ERP system has inspired Engel. The next step is to introduce a customer portal, which will make it easier for businesses to place orders – and streamline the fulfilment process too. "It will save us a lot of time," predicts Maki. "We haven't finished what we want to do, but we know MYOB Advanced will help and improve the business."

An enthusiastic supporter of the system, Maki says she's already recommended it to many other businesses. "I've had a few calls for my feedback, and I always say, 'Go for it!'" she says.

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Before	After
+ Heavy reliance on time-consuming manual reporting and processes	+ Reduction in manual reporting and processes leads to massive time savings
+ No cloud connection means information was only accessible at HQ	+ Cloud connection give users far more flexibility and accessibility
+ Limited user and capacity to deal with transaction numbers	+ Unlimited users, and easily handles transaction numbers
+ Processes designed to work around the limitations of the software	+ Better flexibility lets Engel design best-practice processes