

# CASE STUDY

CLIENT:	Riley Industrial and Marine Sales (RIMS)
INDUSTRY:	Manufacturing
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 an obvious choice for Tasmanian business RIMS.

## Overview

Riley Industrial and Marine Sales (RIMS) is a specialised engineering business, renowned for its innovation and diversity in solving hydraulic and pneumatic problems.

Set up in Hobart in 1981 to service and repair the local industrial and marine market, RIMS now has 35 staff, three sites and relationships with a vast number of market leading suppliers in Australia.

However, with expansion comes increased pressure to manage internal data more efficiently and speed up the sales order process. And the system RIMS was using wasn't up to the job.

## Struggling on

RIMS were running the accounting and payroll system Attache. But after eight years, the software was out of date, according to Peter Buzza, General Manager.

"Attache didn't have a jobbing system either," he says, "which meant we had to run a third party system [Powerlink] alongside it. Towards the end, that became slow and unreliable too".

"It would take the best part of 40 minutes to update Attache on a job from the parts used."

Another problem with the set up at RIMS was the lack of support. No one represented Powerlink in Tasmania at all.

So Buzza decided it was time to make a change.

## The right fit

Over the next 12 to 18 months, RIMS considered a number of alternative systems before finally settling on MYOB EXO Business (EXO).

"EXO was clearly the right choice for our business," says Buzza.

"For starters, it was user friendly, which – when most of your users are ex-tradies or not used to using computers – is hugely important.

"Support was another big plus with EXO."

Buzza says they also knew other companies in similar sort of industries to their own using EXO – and they were all happy with the system.

Last, but by no means least, EXO's price was right.

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## The value of good support

The system was installed by EXO-specialists Axsys – the same company that sold RIMS Attache back in 2000.

“Despite our misgivings about Attache at the end,” says Buzza, “the support we’ve had from Axsys over the years has been terrific.

“And when it came to the EXO installation, they were no different.

“Jason and his team really took the time to find out exactly what we wanted from the system, and prepare a thorough presentation for our management group – which made us feel like we were in safe hands.”

For RIMS, the installation involved a complete rebuild from the ground up, both from a hardware and a user point of view.

“We wanted to iron out any bad habits from Attache, so we asked everyone to look at EXO and ask as many questions as they needed. We then ran a test version for a couple of weeks.

“By the time we’d gone live,” says Buzza, “we’d ironed out most of the bugs”.

## Specific functionality

In total, the process took around six weeks, including transferring old data on stock, debtors and creditors.

Buzza says RIMS didn’t need much in the way of specific functionality, but Axsys did make a number of small tweaks.

“We needed certain debtor statements modified so that a number of invoices rolled into one amount on the statement. Job report shortcuts were made in job costing as well.”

## Noticeable improvements

Just over two years down the line, RIMS has had a chance to take stock of their new system and the improvements it has brought.

“On the surface, things happen a lot quicker,” says Buzza.

“You’d expect that from a Windows-based system I suppose,” he says – “but the real time saver is having all our data in a single place.

“Instead of having to use two different operating systems and wait while they update, we now have one system that is instantaneous.”

According to Buzza, visibility on costs is better in EXO too.

“Because we can see when our satellite branches raise orders and invoices, we can treat each branch as a separate cost centre and compare performance between them.”

For what RIMS requires, the reporting in EXO is ideal.

“We can produce figures by workshop, or on work in progress. And we can easily identify costings anywhere in the cycle, from quote through to invoice.”

## The freedom of flexibility

Most of all, Buzza says they know that with EXO, they’ve got a system that they won’t have to keep changing every few years.

“Being able to configure the system ourselves, monitor access and set up new users and accessibility as required, gives us real freedom. And that’s invaluable,” he says.

## Client and Enterprise partner details

[www.rimsengineering.com](http://www.rimsengineering.com)

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