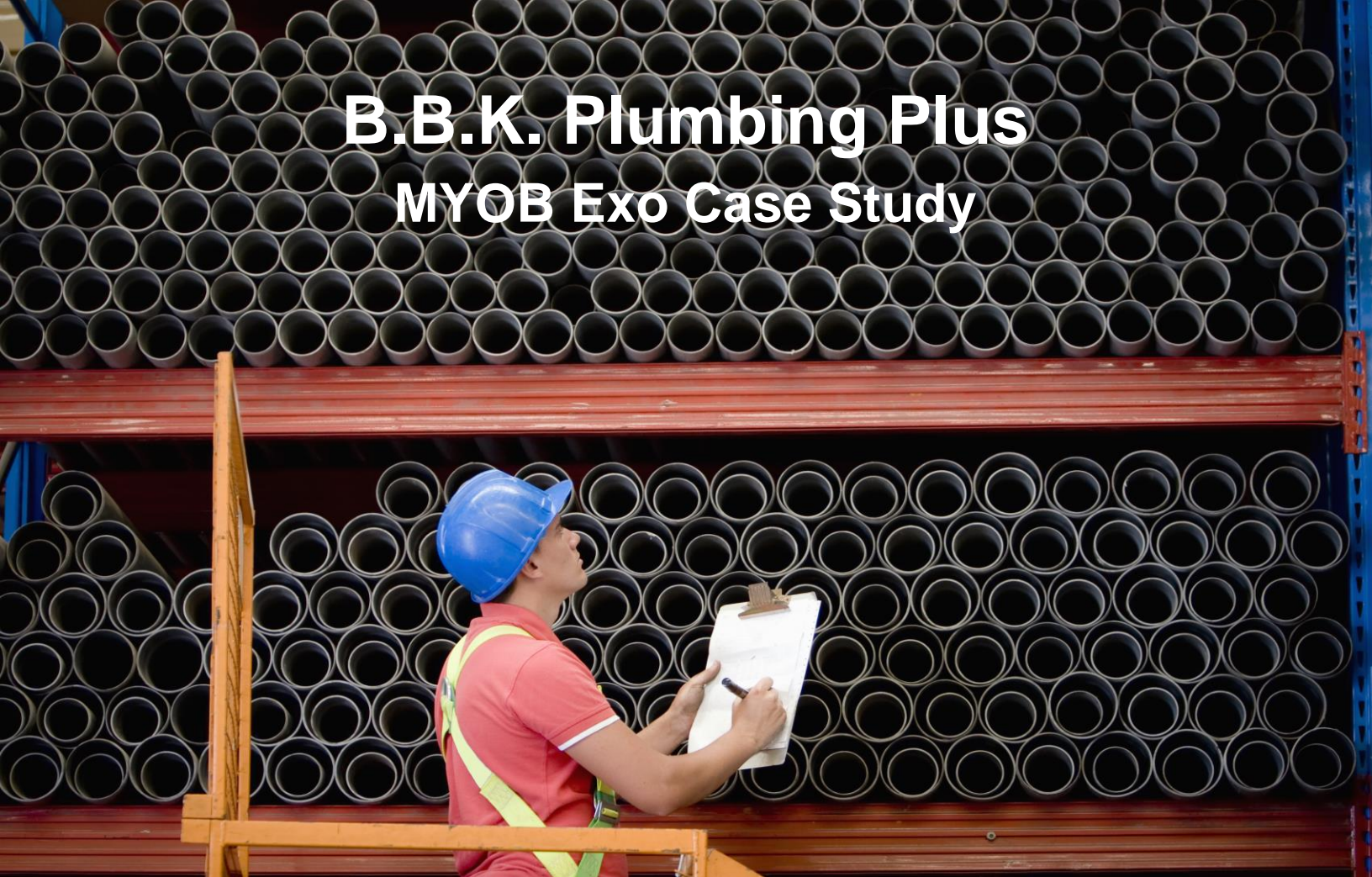


B.B.K. Plumbing Plus

MYOB Exo Case Study



Plumbing Hardware Wholesale and Retail



“This implementation has basically changed our lives with the efficiency we have been able to achieve through EBS POS and the integration of our stock management.”

Chrissy Tansey - Manager

Summary

BBK Plumbing Plus is a privately owned family company established over 35 years ago offering a comprehensive range of plumbing products to customers in the Gold Coast region. Their highly experienced and friendly staff at their two locations, Burleigh Heads and Labrador, offer extensive knowledge of plumbing products and advice.

BBK has undertaken many changes over the past two decades to develop and improve their sales and stock management processes. From humble beginnings and completely manual processes, they have grown and adapted over time to maintain a successful business in an extremely competitive industry.

BBK’s previous software implementation experience highlighted the need for them to have an integrated system that could cater for all of their processes. As a result of implementing MYOB Exo and EBS POS they have gained several efficiencies in their processes and have reached excellent outcomes with EXOBIZ as their MYOB Platinum Partner.

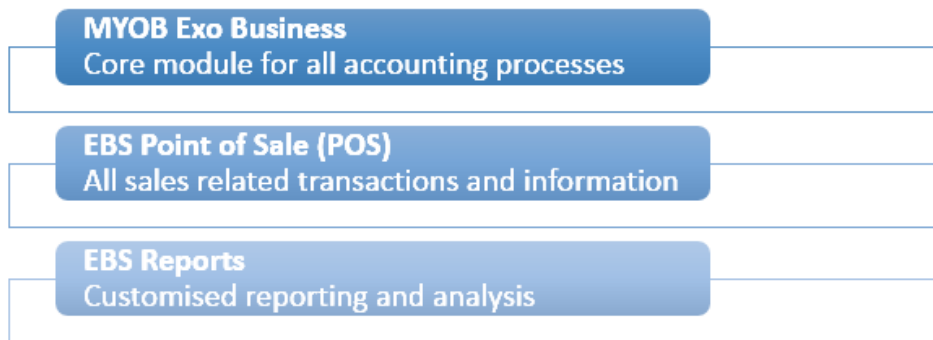
Challenges – Manual procedures and data segregation

In the early days of BBK’s operations all business transactions were hand written in carbon copy order books. After huge business growth leading up to the year 2000, BBK moved to MYOB AccountRight (MYOB AR) and an industry developed software program, JobCost, to manage stock and invoicing. At this time sales were still captured manually then entered into JobCost by the accounts team which required up to five minutes to data enter each invoice. Transactions were then imported into MYOB AR to manage BBK’s financials.

Whilst the implementation of MYOB AR and JobCost gave BBK huge progression from an entirely manual process, BBK still relied on manual sales processes that created duplicate effort, potential for human error and processing inefficiencies. Stock management and accounts remained segregated, invoice entry into JobCost was time consuming and in depth reporting from MYOB AR was difficult. Additionally, ongoing support and software enhancements for JobCost ceased following the software developer’s retirement.

Looking ahead to the next phase of their progression, BBK approached other plumbing merchants researching the software solutions they were using who highly recommended MYOB Exo and EXOBIZ as the MYOB Partner. BBK’s need to manage stock and their desire to eventually integrate a Point of Sale system (POS) were the key drivers for the change to MYOB Exo and EBS POS in 2014.

Solution Design



Outcomes – Efficiencies and introduction of POS

Implementation began with conversion of BBK’s MYOB AR data over to MYOB Exo including debtor, creditor, stock and general ledger master files as well as the available transaction history within the database. The MYOB AR conversion process used by EXOBIZ is quite unique and has been developed in-house over the past decade to become a key feature of EXOBIZ’s services.

With a complete MYOB Exo database, the next focus was then to train the finance team to transition their MYOB AR processes to MYOB Exo and provide enhancements to these processes using standard MYOB Exo functions. At this stage invoices were still entered manually into MYOB Exo based on data provided by the sales team however efficiencies were found in the speed of invoice processing and debtor management.

Following the successful implementation of MYOB Exo, BBK decided to implement EBS POS, a fully integrated and highly customizable point of sale product developed by EXOBIZ. The flexibility and ease of use of EBS POS was ideal for the sales team who up until this point had only used hand written order books. Whilst this part of the implementation was the most challenging, it also reaped the most reward. Having the sales team entering transactions into EBS POS as they occurred eliminated manual paperwork and data entry at a later time. This in turn allowed for real time sales analysis and reporting as required. Additionally, sales staff could view information about customers, their past sales, and stock pricing at the time of the sale.

Another feature of EBS POS used by BBK is the ability to run the software in an offline state. This feature allows BBK to operate EBS POS in the event of a network outage, as data is synced back and forth with MYOB Exo. Should an internet outage occur, the sales team can continue viewing the synced data and entering transactions. Then when the internet is restored, the data will resume its synchronisation between the two systems to update what has transpired during the outage. This is a great selling point for clients, especially for those in remote areas where internet outages can be common.

Now that BBK have their stock management and sales data processing fully integrated with their accounting software real time reporting and analysis has become an integral practice for BBK. Using MYOB Exo Clarity customised reports and EBS Reports, BBK can conduct more powerful reporting and quickly analyse sales, stock and other business data; an imperative function that they had not been able to do easily in the past.

In summary, the implementation of MYOB Exo and EBS POS has delivered excellent outcomes for BBK including significant reduction of the accounts team workload, empowerment of the sales team with sales and stock data at their fingertips and highlighting of business trends via real time, accurate reporting. EXOBIZ continue to support BBK and assist them with changes required as their business continues to develop.



EBS POS developed by EXOBIZ shown above

BBK's Implementation Experience

"All the Consultants we dealt with provided extensive training, were very patient and helped guide all our staff, some of whom had no previous computer experience. This implementation has basically changed our lives with the efficiency we have been able to achieve through EBS POS and the integration of our stock management. Having custom reports created has been cost effective and has given us a more than significant return on our investment." Chrissy Tansey – BBK

You can find out more about BBK Plumbing Plus at their website: <http://www.bbklumbingplus.com.au/>