



# Happen Business Case Study

## Next Office Tech

**BUSINESS CLIMATE:** GROWING, GROWING, GROWING  
**CHANGE CATALYST:** POOR SYSTEMS, LOST REVENUE FROM JOBS  
**SOLUTION:** JIM2.CLOUD  
**JIM2® EDITION:** MANAGED PRINT SERVICES EDITION



nextofficetech

**Next Office Tech (N.O.T.) has been selling and servicing Office Equipment in the Goulburn Valley and North East Victoria for over twenty five years.**

Founded on more than 58 years of combined local and national service experience, specialising in photocopiers, fax machines, computers, printers and network solutions, N.O.T. offers a total office solution for all businesses, providing excellent sales and after sales service.

Next Office Tech are proud to be associated with leading office equipment suppliers such as Lanier Australia, Konica Minolta, OKI, Brother, Kyocera and Mita.

### Out of Control Workload

Growth within a small/medium business is fantastic at anytime. Spectacular growth however can cause its own fair share of headaches if your systems are not geared up for it. Extra workload was starting to creep in at N.O.T. – entering data and running spreadsheets.

Not being able to track and consolidate all these systems or even track the process of a job when logged was causing frustration.

Next Office Tech were experiencing problems with system exports and imports, reporting, and double entry of information in different systems.

Job sheets were slipping through the gaps and therefore not being charged out. N.O.T. needed to plug these gaps before they became a major problem.

### Jim2® Really Met Our Needs

After much discussion it was decided that Jim2 Managed Print Services Edition definitely could meet the needs of N.O.T. as a growing copier business.

“The ability of Jim2 to track a job from the moment it is logged, through to the final process on invoicing was heaven sent. Also, the profit reports for Machines (Copiers) were extremely useful,” said John Montagner, Director Next Office Tech.

“Jim2 Managed Print Services Edition links Purchase Orders to Jobs and Invoices, with nothing falling through the cracks any more. Jim2 makes so much sense – it ties together important elements of my business.”

**JOHN MONTAGNER**  
DIRECTOR  
NEXT OFFICE TECH



Designed, Developed & Supported in Australia, Jim2® Business Engine is a complete business solution to manage every aspect of your workflow cycle and solves the growing pains of small to medium Australian Businesses.

CONTINUED OVERLEAF



"I really liked the amount of information you can get out of the reports. As the business owner, this is crucial for me."

**JOHN MONTAGNER**  
DIRECTOR  
NEXT OFFICE TECH

## Quick and Painless Implementation

We found the implementation process excellent. Our Implementer kept us on our toes and was very knowledgeable.

The training was very good – we were up and running immediately. And the after-sales support is great."

## An Immediate Difference

We were able to run reports and keep track of the jobs being processed within our system straight away. We were able to over-perform in terms of turnaround time.

**Jim2 has taken my business to the next level."**

**JOHN MONTAGNER**  
DIRECTOR, NEXT OFFICE TECH

## Key Benefits

- Reports, reports, reports...
- One integrated system
- Unlimited email support
- Job tracking
- Linking Purchase Orders to Jobs and parts tracking
- Meter Reads automation



**HAPPEN BUSINESS IS A 100% AUSTRALIAN OWNED AND OPERATED COMPANY**

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