



## Happen Business Case Study



# Norweld Australia



|                          |                                       |
|--------------------------|---------------------------------------|
| <b>BUSINESS CLIMATE:</b> | EXPANDING OPERATIONS TO NEW TERRITORY |
| <b>CHANGE CATALYST:</b>  | INCREASE VISIBILITY AND WORK SMARTER  |
| <b>SOLUTION:</b>         | JIM2.CLOUD                            |
| <b>JIM2® EDITION:</b>    | ENTERPRISE EDITION AND JIM2 MOBILE    |

**Norweld Australia is a leading aluminium fabrication company that specialises in the manufacture of ute trays and canopies, and manage a diverse range of building, school and custom fabrication projects. Since establishing operations in Cairns, Queensland in 1971, Norweld have grown considerably to operate across several locations on the east coast of Australia.**

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**ISAAC EDMISTON**  
DIRECTOR OF SALES & MARKETING  
NORWELD AUSTRALIA

Norweld moved to Jim2 Business Engine on premises platform in early 2016, bringing together job management, inventory and resources in one system. They had made the switch with the aim to improve overall business reporting, streamline everyday processes that lessened the time it took to produce and send invoices, statements and purchase orders. And make it easier to set up new customers and gain a better snapshot of customers' past purchases.

After experiencing a potentially major disruption from a ransomware attack on their in-house server, Norweld switched from on premises to Happen's cloud platform, Jim2.Cloud. They were much better prepared when it happened again.

### Never Without Jim2.Cloud

"One of our best decisions regarding Jim2 has been the migration to the Jim2.Cloud. This has been one of the biggest changes to how we use Jim2, and most beneficial from the redundancy it gives," says Isaac Edmiston, Director of Sales and Marketing, Norweld Australia.

"In July 2017, our server was hacked in a ransomware attack. All programs hosted on the server were immediately not accessible – including Jim2. All staff, from the workshop employees to the managing director, experienced a substantial amount of lost time as a result of no system access."

Once disaster struck, Happen worked with Norweld to set up user access to Jim2.Cloud's remote app and restore the most recent copy of the database to the platform to reconnect staff.

"By migrating to Jim2.Cloud, we were able to access our ERP system and resume operations quickly. And it proved to be a blessing in disguise. When we were subjected to a second attack on our server a month later, the built-in redundancy provided by the cloud meant that



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 →

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### Key Benefits

- Flexibility to access Jim2 anywhere with an internet connection.
- Continued data integrity using cloud.
- No down-time in the event of digital security threats.
- Complete visibility into cost of goods sold.
- Instantly measure stock holdings to make better planning decisions.
- Capture real-time material and labour tracking.

our team experienced very minimal disruption. We could still access Jim2 from the cloud and continue our day-to-day operations.

"As our offices are located along the east coast of Australia, the ability to travel and access Jim2, provided we have an internet connection, is one of the major benefits of Jim2.Cloud. It has been instrumental with the establishment of new satellite operations, as we can operate in an office environment if we have an internet connection. Coupled with minimal potential impact of digital security threats, Jim2.Cloud is the best solution for anyone looking to utilise Jim2 in their business."

### Know Your Cost of Goods Sold

"After using Jim2 for over two-and-a-half years, we have come to have a thorough understanding of our needs and requirements for what an ERP system should do. One of the key factors that will have the biggest impact on your business and ERP is knowing your cost of goods sold. Jim2 allows us to track our material and labour costs down to the cent, which in turn allows us to make decisions that will increase productivity and profitability.

As a fabrication company that's heavily job based, Norweld really wanted a system that empowered them to make incredibly informed decisions.

"Being a manufacturer of many small items that are included into our finished products, the ability to integrate the multi-level manufacturing capability into our ERP has been a game-changer. We can manufacture, stock and deplete items accurately, and have a thorough understanding of our raw material and labour costs as well.

"Another added advantage to converting to multi-level manufacturing means that we can stock component items ready to include in the finished manufactured items. It also means that as a business we can measure and assess our stock holdings at various locations."

### Full Visibility

With an integrated system like Jim2, Norweld have the flexibility to work anywhere with internet and move through workflow from end to end. They can gain an informed snapshot of components to be produced, jobs on the go, finished work to be invoiced, and payments reconciled using the inbuilt full accounting functionality in Jim2.Cloud.

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

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