



Happen Business Case Study

Redfox Corporation Pty Ltd



BUSINESS CLIMATE:	GROWTH AND EXPANSION
CHANGE CATALYST:	REQUIRED SOPHISTICATED JOB AND STOCK MANAGEMENT SOFTWARE
SOLUTION:	JIM2 BUSINESS ENGINE + JIM2 MOBILE
JIM2® EDITION:	MANAGED SERVICES + TAILORED OPTIONS

Established in 1994, Redfox Corporation have grown to become the go-to technology provider for cutting edge solutions, and the latest technology in Central Queensland. Offering businesses and residents a range of customised IT, communications and energy solutions, the team at Redfox are renowned for delivering highly customised solutions and cost saving strategies for their clients within the region.

Multiple Systems Didn't Fit the Bill

Relying on a combination of sales, service management and accounting packages, Redfox found their setup just didn't fit the bill. Stock levels were proving inaccurate, invoicing was a time-consuming task, tracking sales progress was difficult, and existing software support was virtually non-existent. In search of a solution that was easy to use, produced accurate data, and provided reliable reporting on every part of the business, Redfox looked for a solution that stripped back their existing processes to streamline workflow from end to end.

After looking at other packages, Redfox found Jim2 Business Engine. Moving to Jim2 was a scene Redfox knew well, implementing Jim2 twice in their lifespan. In 2005, Redfox Corporation's General Manager, Michelle Cornick saw the Happen Team go to great lengths to ensure everything was set up to cater to RedFox's accounting, stock control, sales tracking and job management requirements. Michelle recalls Happen were phenomenal in terms of understanding what Redfox needed Jim2 to achieve.

"Happen Business were able to easily relate training to the staff member's position, and went into great depth to ensure each staff member had the tools they needed to work confidently from Jim2," says Michelle.

After a brief hiatus to another industry specific business management system, Redfox returned home to Jim2. "Given we have used Jim2 for so many years, we were confident in rolling out the system ourselves, as we really understand the backend part of the software. It is such an easy and logical system to use," says Michelle. One of their staff even likened their return to being reacquainted with a long lost friend. "Only after using other well-known alternatives on the market, did we realise how exceptional Jim2 really was," said Michelle.

A More Robust System

Redfox are impressed with Jim2, to say the least. Lists and workflow capabilities enabled Redfox to track progress and assess their performance in a million different ways. They find it intuitive and easy

"Jim2 is the most comprehensive job management package we have seen. Not only are the functions outstanding, but the support team are excellent, and actually work towards creating meaningful and positive improvements to the software based upon customer feedback. Many companies promise to do this, but never deliver."

MICHELLE CORNICK
GENERAL MANAGER
REDFOX CORPORATION PTY LTD



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 midsize enterprises.

"With a background as a Chartered Accountant, Jim2 gives me 100% confidence in everything that is reported, which is rare when it comes to software packages.

Jim2's ability far exceeds any other software package I have used or seen."

MICHELLE CORNICK
GENERAL MANAGER
REDFOX CORPORATION PTY LTD

Key Benefits

- Integrates relative activities in the one package
- Enhances visibility across the business
- Accurately reports stock levels and accounts
- Ongoing support readily available
- Facilitates real-time interactions with customers

to navigate between quoting, stock ordering, job performance and payments, greatly enhancing visibility for the team and saving a substantial amount of time.,

Clear date/time stamps and customisable security levels in Jim2 offer a high level of accountability within the team, growing confidence in their system's accuracy and integrity.

Redfox continues to find great accuracy in Jim2 stock management, ranking it amongst the best they've ever seen. No longer needing to check the storeroom, Jim2 provides Redfox with accurate stock levels and accounts in real time, whilst providing a logical link between jobs, stock and customers.

Michelle says, "I can enter a serial number of a random stock item and see every transaction, note and email ever created referencing the item. It's just brilliant!". Jim2 Search functionality offers a huge amount of information in a short amount of time. It really helps the team to provide outstanding and timely customer service without fail.

Million Dollar Views

Now, Redfox can gain a clear picture of their sales pipeline. However, the real win is the added convenience they can now offer customers with a personalised customer portal. Using Jim2 eBusiness Service and email rules, Redfox now efficiently manage customer requests and progress in real time. With a platform to enable efficient communication between Redfox and their clients, it's proven to be very popular. "We found that approximately 50% of our Helpdesk clients utilise the portal opposed to calling or emailing our office," says Michelle, helping Redfox to proactively update customers with convenience in mind.

Prompt and Personal Support

Even today, Redfox's knowledge using Jim2 continues to grow with ongoing software support. "Whenever we need support from Happen Business, they respond promptly and really try to understand the issue at hand. Even if we want to change the way we do a process, they are open to providing recommendations about how we could do something better. The level of support we get from Happen is very rare with software companies these days," says Michelle.

Clear and Accurate

With almost 10 years' experience under their belt, Redfox have a solution that really works. Michelle says, "After using alternative software solutions, Jim2 wins hands down when it comes to functionality, transparency, and having complete confidence in our system. I know that when I run a report in Jim2 I can trust the data presented in order to make meaningful decisions for our business. Jim2 just makes life easy for us at Redfox".

With a solution to support their accounts, sales, service, support staff and customers, Redfox are confident Jim2 gives them everything they need day to day, as well as the information they need to plan for their future direction. "As our business changes, Jim2 can easily change with it," says Michelle.