



Happen Business Case Study

Link Surfaces



BUSINESS CLIMATE: MATURING AND INNOVATING
CHANGE CATALYST: NEEDED TO REPLACE MANUAL SYSTEMS
SOLUTION: JIM2 BUSINESS ENGINE
JIM2® EDITION: PREMIUM EDITION + TAILORED OPTIONS

Link Surfaces is a family owned and operated business that commenced operations in 2006, and is the Australian distributor of Bonlex and Belbien decorative surface products for use in both commercial and domestic situations.

With extensive stock to manage and dealing in multiple currencies, Link Surfaces found that the systems they were using were far too basic and outdated to support their growing business.

Time to Modernise

Link Surfaces were managing their business manually using spreadsheets, which was time consuming and inaccurate. They needed a system that could handle:

- Selling to Australian customers in Japanese Yen and accepting their payments in Australian dollars if required, as well as selling in Australian dollars from their Yen prices
- Every metre of material sold had to be accounted for and recorded to allow an audit trail into the future account
- The location of every metre of material in stock had to be immediately accessible and accurate
- A simple way to do a physical stocktake at the end of every month, to be reported to their supplier
- Much of the stock is on a long term sales contract similar to consignment, so this had to be handled as consignment stock
- They have a multi-company structure and every company has to have separate monthly accounts

Enter Jim2 Business Engine

Link Surfaces searched extensively for a business system that would handle all the issues of their operation. The ones they found were out of their budget, complex and clunky to use as well as being expensive to customise and maintain.

Not so with Jim2 Business Engine, which easily covered all their requirements, and was simple to understand and implement.

"Jim2 is so damn good we don't give a second thought to our accounting or stock systems. It just works well and seamlessly. It's an excellent investment at a fair price and the whole team from the top down are a delight to work with."

BRIAN MENZIES
CEO
LINK SURFACES



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.

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"I frequently marvel and comment on how wonderful Jim2 is. I get great enjoyment from using products that just work without complication."

BRIAN MENZIES
CEO
LINK SURFACES

"The sales process was excellent, very professional. It was nice to be challenged on the specifics of what we requested. If the salesman felt our requests were unnecessary, even though a module would have increased his total sales price, he challenged us to prove it was a core function and that we really required it," said Brian Menzies, CEO of Link Surfaces.

"Implementation and training were spot on, if we got into strife the support team was brilliant and helped us through when we went over our heads," Brian said.

As for after sales support, Brian notes that it was "Excellent, very professional. We have had many questions as we have pushed the boundaries of our Jim2 knowledge, and we have always been satisfied with the outcomes. Add to that the reasonable charges – you never feel Happen Business is gouging on costs," said Brian.

"Ask a drowning man what it's like to put his feet back on firm soil, with his head above water and that's what Jim2 has done for us. It allowed all our energies to go into positive activities for the business. We had a renewed confidence in communicating everything that was required from an excellent accounting and stock database. When a customer rang, everything was instantly at our fingertips. It allowed us to be totally professional and trustworthy."



Key Benefits

- Simplicity of adding additional companies to the database
- Stocktakes are accurate to the metre
- Easy to obtain comparisons between periods
- Watchouts that warn and advise, such as upcoming appointments
- Linking purchase orders to customer invoices without having to input all detail again
- Prevents errors and advises what is being done wrong
- Speed in processing last minute orders for same day despatch

"Jim2 covered all our requirements and was simple to understand and implement. Good value for money and an excellent investment!"

BRIAN MENZIES
CEO, LINK SURFACES

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