



# Happen Business Case Study

## Pasma Electrical



**BUSINESS CLIMATE:** GROWING LOCALLY AND INTERNATIONALLY  
**CHANGE CATALYST:** NEEDED ONE INTEGRATED SYSTEM  
**SOLUTION:** JIM2 BUSINESS ENGINE  
**JIM2® EDITION:** PREMIUM EDITION + TAILORED OPTIONS

"The greatest benefit we found is the time saved when accessing data. The card file has all information at our fingertips. Profit and loss is all there. Job to quotes to purchases is all there, quickly and easily accessed. I am very happy with Jim2 and would highly recommend it to other businesses."

**CARMEL PASMA**  
 OPERATIONS MANAGER  
 PASMA ELECTRICAL

**Located in Cairns, Queensland, Pasma Electrical has been a strong presence in the region for over 40 years. They provide repair and maintenance of seagoing vessels, electrical installation, corrosion protection and renewable energy solutions. The team works with vessels of all shapes and sizes in the maritime industry and services the commercial, heavy industrial and mining industries.**

With extensive experience and industry know-how, Pasma Electrical are the 'go-to' marine electricians in the far north of Queensland. Pasma's reputation is not just limited to Australian shores however. On a stormy day you might find representatives of Pasma working in places such as Papua New Guinea, Guam and New Zealand. Pasma also provides an extensive spare parts supply business to the Greater Pacific area, servicing customers such as the Damen International Shipyards Group and its clients, Rio Tinto and the New Zealand Defence Force.

With all this activity happening in Pasma's world, their original business system was simply not coping with the demands placed on it. They needed software that gave them visibility into materials, labour and billing. The team would need to regularly update tasks on a job, record the actual time spent on the job, and be able to add the materials used to complete the job. Accounts required the flexibility to progressively invoice customers with a snapshot of the work that had been completed. These events were important to track, as jobs could take days, weeks or months before they were finished. Information needed to be in one place.

### The Need for an Integrated Business System

"We were using a basic accounting system for a long time and hated it! It was difficult, time-consuming and cumbersome to use. We then tried a different one for a couple of months but it didn't do what we needed, and it was too difficult to use," said Carmel Pasma, Operations Manager at Pasma.

Pasma did their homework and researched a number of different business accounting systems. Owner of Pasma Electrical, Henk Pasma was immediately impressed with Jim2 Business Engine.

"We decided on Jim2 Business Engine because of its ability to keep track of the business with one integrated system. Important information would now not be missed or overlooked. In the past we relied on memory and the transfer of data between different software systems – there was a greater scope for error," said Henk Pasma.



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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"The accounts and job management integration in Jim2 immediately caught my attention.

It is very important for our business to be able to quote, purchase stock, invoice and have all this seamlessly linked to jobs."

**CARMEL PASMA**  
OPERATIONS MANAGER  
PASMA ELECTRICAL



## Rapid Deployment

The implementation of Jim2 and initial training at Pasma Electrical took a very quick three days.

"The training was great. I would highly recommend it. It was very hands on and thorough. We were able to use Jim2 confidently straight away," says Carmel Pasma.

In the years that followed, the team booked further training sessions to learn about other key areas of the software to improve their processes, such as managing inventory with different stock types, streamlining purchase orders, how they can use the scheduling features to see jobs on the go, and which staff are attending the work.

## Immediate Benefits

"The ability to track stock has made a huge difference to our business. We can put every component into Jim2 and it is very easy to access. We can now track everything and not have missed items. It is so simple to use. Also, if someone has ordered a part, another staff member can track this," says Carmel Pasma.

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## Everything in One Place

Working with more than just an accounting system has had huge benefits to the team. It has enabled the team to track every aspect of jobs, and improved the overall communication between staff, facilitating better handover of tasks between teams.

With a growing confidence in the system and a curiosity of how to apply it in other areas of the business, the team has expanded its use of the system beyond job management and accounting into streamlining purchasing, and managing quoting from Jim2 Business Engine.

### Key Benefits

- Job management
- Total integration
- Links Quote, Stock, Job and Invoice
- No double-keying
- Rapid implementation
- Fully trained onsite

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PASMA ELECTRICAL

P +61 1300 005 462

E [info@happen.biz](mailto:info@happen.biz) W [www.jim2.com.au](http://www.jim2.com.au)

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