



Happen Business Case Study

RCS Telecommunications



BUSINESS CLIMATE:	RAPID GROWTH
CHANGE CATALYST:	NEEDED TO MANAGE AND TRACK JOBS
SOLUTION:	JIM2 BUSINESS ENGINE
JIM2® EDITION:	MANAGED SERVICES EDITION

RCS Telecommunications is a complete sales and service two-way radio company that has been servicing Central and Northern Queensland since 1999. It offers a comprehensive range of commercial two-way radio products and sells and services most major brands including Motorola, Icom, Tait, GME and Uniden.

Based in Mackay, Central Queensland, with permanent field staff located at strategic locations throughout the Bowen Basin, RCS is a growing team made up of engineers, installers, technicians, and sales and administration support.

Every role in the team is focused on delivering quality radio communications equipment and support to their clients.

RCS is a major contractor and supplier of telecommunications equipment to the local government, sugar industry, tourism and mining sector.

Clients include BHP-Billiton and Rio Tinto.

Time For a Change

RCS needed to manage all their documentation, tracking of jobs and orders in great detail.

They found that the bookkeeping solution they were using, could not keep up with the current growth of the business, and because it did not have a comprehensive search function, they were wasting an inordinate amount of time tracking down job numbers.

The management team realised the company had outgrown the system they were using, and that it was time to find a new system.

Based on several positive referrals from others in the industry, RCS found Jim2 Business Engine to be the most appropriate and consistent advanced accounting and business management solution in the market, and decided to implement it across the company.

Talk About a Difference!

Since implementing Jim2 Business Engine, all of the issues RCS faced previously have disappeared. Jim2 has helped them combine accounting, workflow and business process management software into one integrated package – completely simplifying the work cycle.

“We needed an accounting system that could connect the team, so that we can spend more time in delivering client support, instead of spending time searching for items or pushing paper.”

LAWRIE NELSON
SERVICE MANAGER
RCS TELECOMMUNICATIONS



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.

CONTINUED OVERLEAF →

"Jim2 has definitely helped RCS Telecommunications shave off a lot of time spent on document handling across the purchasing, technical, sales and admin teams.

We have a dedicated team of highly skilled personnel who agree that Jim2 is now an integral part of our business"

LAWRIE NELSON
SERVICE MANAGER
RCS TELECOMMUNICATIONS

The company's deployment of Jim2 Business Engine has resulted in increased performance and improved connectivity, as well as a general boost in productivity.

Warmed to the System

The ease and speed of installation and migration of the data to Jim2 also earned the seal of approval of RCS staff, who warmed to the new system immediately. Training was provided on site and live in the new system, ensuring buy-in from all the staff. Richer reporting features in particular impressed management.

Every report now comprises more detail and information, and can handle serial number tracking, which is an integral part of Radio Communications Solutions' business as it provides a variety of products and support to customers.

"The improved performance and ease of configuration has definitely made a huge difference to our company. Jim2 Business Engine met RCS Telecommunications' requirements so well that it was easy to imagine what Jim2 could do for our growth plans in Australia," says Lawrie Nelson.



"The detailed and easy to access reporting function in Jim2 has made analysing the business that much easier for the management team."

LAWRIE NELSON
SERVICE MANAGER
RCS TELECOMMUNICATIONS

Key Benefits

- Improved business process
- Detailed and quality reporting
- Improved data management
- Easy to use across all departments

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