

## Case Study: Sundata



**COMPANY:** SUNDATA

**BUSINESS CLIMATE:** EXPANDING RAPIDLY

**CHANGE CATALYST:** OUTDATED SOFTWARE, ADMIN PROBLEMS

**SOLUTION:** Jim2<sup>®</sup> BUSINESS ENGINE

**“We were reviewing software solutions for some time. We realised the product we had was having issues and longer term we would have to invest in upgrading it, rewriting it or buying something better. That’s when we found Jim2”**

Matthew Parker  
Managing Director  
SUNDATA



### A SHINING LIGHT IN QUEENSLAND’S IT INDUSTRY

Founded in 1986 and headquartered in Brisbane, Queensland, Sundata is one of Australia’s leading IT businesses. It provides technology products, services and advice to over 150 medium to large enterprise clients across all industries, government departments and schools. In 2007 & 2008, it was awarded IBM’s ‘Queensland’s Business Partner of the Year’.

### BUSINESS CHALLENGE

Sundata were previously using a decade-old software system they had designed themselves. Their system was growing out of date and causing administrative problems.

The Sundata management team realised that soon they would have to invest in upgrading or rewriting their current system. Sundata had moved away from internal support and **needed an ‘all-in-one’ enterprise solution** that was professionally and externally supported. It required a modern system for its growing customer base, which was also well-suited to its business and industry.



**“Jim2 will easily have paid for itself within 12 months.”**

Matthew Parker  
Managing Director  
SUNDATA

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### "JIM2 REALLY SUITED OUR INDUSTRY"

Matthew Parker, Managing Director of Sundata, searched for a system that could meet the needs and market demands of the company. Following evaluation of solutions from Microsoft Dynamics Navision and other quoting software, Happen Business 'all-in-one' business workflow management solution, Jim2 Business Engine was chosen.

"We were reviewing software solutions suited for our industry for probably three and a half years. Because the system that we made for ourselves was so tailored and was functioning adequately, we weren't pressured to change systems. But we realised the product we had was having issues and longer term we would have to invest in upgrading it, rewriting it or buying something better," said Parker.

"What we saw in Jim2 was that it was tailored to our industry, to the IT resellers industry. Happen Business' knowledge of the company, business and industry enabled the conversations about a solution to be much more straight-forward," continued Parker.

Jim2 Business Engine was implemented with minimal disruption to the business. Happen Business trained Sundata staff over two weeks through onsite, internet and web conferencing. Immediately, Jim2 provided a clear window into the business and streamlined business workflow.

### PLANNING FOR THE FUTURE..

"With Jim2 in place, we now have full confidence should we wish to expand the business. We now have a platform that gives us a stable, consistent and reliable system to either increase the turnover of the business or expand the users of the business and add additional people without having to go through a large administration nightmare."

### KEY BENEFITS

- **Accurate Stock Control with serial number tracking and business process workflow**
- **Ability to run from day one with onsite training and dedicated support**
- **Clear visibility of orders, quotes and jobs for staff**
- **Huge increase in productivity by providing instant quotes for clients, saving time and cutting administration**

### FINAL WORD...

"The Jim2 Business Engine gave us a very fast and quick solution to what we needed. We didn't want to wait 12 or 18 months to redevelop or implement an alternative product. We simply wanted a solution that would run from day one and Jim2 was the only product on the market we could find that could do that."

Matthew Parker  
Managing Director  
**SUNDATA**



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