



Happen Business Case Study Sundata

BUSINESS CLIMATE: EXPANDING RAPIDLY
CHANGE CATALYST: OUTDATED SOFTWARE, ADMIN PROBLEMS
SOLUTION: JIM2 BUSINESS ENGINE
JIM2® EDITION: MANAGED SERVICES EDITION



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 and 2008, it was awarded IBM's 'Queensland's Business Partner of the Year'.

Planning For The Future

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 Their system was growing out of date and causing administrative problems.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 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 a number of different solutions, Happen Business' all-in-one business workflow management solution, Jim2 Managed Services Edition 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 straightforward," continued Parker.

"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



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 Business Engine gave us a very fast 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

Jim2 Managed Services Edition 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," Parker said.

"Jim2 will easily have paid for itself within 12 months."

MATTHEW PARKER
MANAGING DIRECTOR, SUNDATA

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
- Improved business processes
- Clear visibility of Orders, Quotes and Jobs for staff
- Huge increase in productivity by providing instant quotes for clients, saving time and cutting administration



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