



Happen Business Case Study

Wallboard Tool Company Pty Ltd



BUSINESS CLIMATE: MATURING AND EXPANDING
CHANGE CATALYST: INVENTORY ISSUES
SOLUTION: JIM2 BUSINESS ENGINE
JIM2® EDITION: PREMIUM EDITION + TAILORED OPTIONS

"Everyone loves Jim2, and my Distribution Manager says it's the best system he has ever used."

STEWART ORCHARD
 MANAGING DIRECTOR
 WALLBOARD TOOL
 COMPANY PTY LTD

Wallboard Tool Company Pty Ltd was established in 1976 with a vision to provide the Australian Plasterboard industry with a comprehensive range of trade quality tools.

Starting out with a single store at Granville in Sydney, Wallboard Tools has developed into the largest wholesaler of specialty plasterboard tools and accessories in the southern hemisphere.

Wallboard Tool's commitment to customer service is supported by their comprehensive national network of distribution facilities including locations in Queensland, New South Wales, Victoria and Western Australia.

Inventory Control Was an Issue

With their focus on developing ongoing and successful relationships with clients, Wallboard found that the inventory issues they were experiencing were making it difficult for them to maintain the highest level of customer service. The traditional method of stock management was a time consuming operation, making inventory management prone to error.

Getting it Right

Having used two different software packages in the past, which simply didn't help with their problems, Wallboard now have it right.

Wallboard have seen all their inventory issues disappear since implementing Jim2.

The Stock Procurement function in Jim2 has enabled Wallboard to improve their stock management.

The benefits of such a function are obvious, leading to cost reductions and greater efficiency.

Stock Procurement maintains a record of past order history, gives a clear and immediate overview of stock levels at any given time, and flows the required stock numbers through to purchase orders.

Stewart Orchard, Managing Director of Wallboard Tools said, "Everyone loves Jim2, and my Distribution Manager says it's the best system he has ever used."



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 biggest saving for Wallboard is that when they made the decision to move from min/max to utilising Stock Procurement (basing stock levels on daily sales – average days supply) they were able to reduce their inventory by half and still maintain same day shipping without missing a beat. This is across 4 warehouses, millions of dollars of stock value, 2,500 SKU's."

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Stewart loves the Dashboard, Email, and just the total visibility Jim2 gives them.

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An unbelievable result – that has freed up over a million dollars of liquidity to the business.

The ongoing support and training from Happen Business have helped strengthen Wallboard's staff by helping them all understand and utilise Jim2 to its fullest benefits.

Reduction in time taken to manage stock has allowed Wallboard to refocus on their customer support and service – a win-win for everybody!



"The ease of use of Jim2 Business Engine makes live so much easier!"

STEWART ORCHARD
MANAGING DIRECTOR
WALLBOARD TOOL
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Key Benefits

- One single, powerful, easy-to-use software package
- Greatly improved inventory control
- Improved customer service, and business processes
- Increased communication and traceability
- Excellent training and service from Happen Business

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