

Myaree Ceramics Case Study



About Myaree Ceramics

Operating primarily from one of Western Australia's most well designed showrooms, Myaree Ceramics provides the very best of imported ceramic tiles to the wholesale, retail and commercial sectors. Over the 31 years the company has been operating, it has grown from strength to strength, and is now recognised as an undisputed leader in its niche market. Maintaining the company's position is a Sage Accpac ERP software solution running on an IBM® System X™ server.

Business Challenges

- Excessive time being spent on end-of-day processes
- The need for easy-to-use and secure financial functionality to all staff members
- Reduce time and paper-wastage for end-of-month reporting



Authorised Partner

Business Solution

In partnership with IBM business partner RDA Group, Myaree Ceramics implemented Sage Accpac ERP on an IBM System X server.

Business Benefits

- Full remote access to all financial operations and data/information
- Greater control and visibility of stock
- Time savings of between five-to-seven hours every week
- Dramatically simplified interface requiring little end-user training



Challenge

With the business continuing to grow across all three of its markets - retail, wholesale and commercial - the need to streamline key operational areas, such as financials and stock control, became ever more apparent within Myaree Ceramics. The company's aging DOS-based system was cumbersome and slow, and required excessive resources for end-of-day and end-of-month reporting. Additionally, with an incredible complexity in stock items, having to take into consideration dye lots and production batches, it was imperative that the company had a simplified means of capturing and utilising that information.

Solution - Sage, IBM and RDA Group

In early 2008, Myaree Ceramics partnered with RDA Group on the implementation of, and support for, a Sage Accpac ERP solution running on an IBM System X server. For accounts payable manager, Ms. Leanne Meagher, the change to the new system has brought with it numerous advantages right across the company, from the managing director through to every employee in every department.

Improving the Sales Process

Ensuring clients receive superior product and service is now a given with the new Sage Accpac solution. Leanne explains: "When a customer purchases specific tiles, it's absolutely crucial that those tiles meet the exact specifications of the customer; and this is particularly important when it comes to colours.

"Just because two tiles may come from the same manufacturer and be specified as having the same colour, doesn't necessarily mean they're a perfect match," Leanne continues. "With Sage Accpac ERP, we're able to enter very detailed information about each batch of tiles, such as dye lots and manufacturer batch numbers. So when a customer requests a certain number of matching tiles, we're able to determine availability in a matter of seconds."

Myaree Ceramics Case Study



When it comes to sales, Sage Accpac ERP has enabled every Myaree Ceramics staff member to be a salesperson and every computer to function as a point-of-sale (POS) terminal. Now, even when all the regular sales personnel are otherwise unavailable, anyone within the company can deal with customer inquiries and even make sales. “Just as with any business,” Leanne says, “we go through extremely busy periods where everyone in the company has to pitch in and help out with customer service. Sage Accpac gives us the means of doing that.”

Fundamental to that is the software’s ease-of-use and security features. Without the need for extensive external training, most staff members have been able to pick up on the basics of Sage Accpac easily and quickly. That in itself is a major boon to the business by eliminating the costs associated with external training courses and further, minimising disruption to the business resulting from staff being off-site for days on end. “Even the people who aren’t all that computer literate have had no problems at all in learning how to use the system after only a short amount of in-house training,” Leanne states.

Security also plays a role in Sage Accpac’s use throughout the business. With every employee being a system user, there is a strong need to limit access based on individual roles and responsibilities. This need has been met by simply utilising the software’s user access features, ensuring people can see and do only what they’re meant to.

“One of the main advantages in partnering with RDA Group is that whenever we need hardware or software support, it’s a single call, and the response is almost immediate.”



Saving Time

Financial and stock reports are an essential and every day requirement within Myaree Ceramics. Prior to the introduction of Sage Accpac, Leanne and her accounts receivable counterpart would have to wait until every user had logged off the legacy system before they could post the day’s transactions and prepare end-of-day reports. Unfortunately, this meant both of them staying behind at least half-an-hour after everyone else had left for the day.

However, transactions are now posted immediately they’re entered, and end-of-day reports can be prepared precisely at the close of business - regardless if any users are still logged on. Adding further to the benefits is the fact that the majority of reports no longer need to be printed. Instead, they can be viewed on-screen in an easily read and understood format.

“Aside from the fact that the accounts team can knock off on time,” Leanne says, “we’re dramatically reducing paper use and the costs associated with the overtime that used to be needed in closing off at end-of-day and end-of-week. In all, it’s saving about 30 hours of personnel time - and that’s just in the accounts department - every month.”

Ultimate Results

With the business relying more and more on its Sage Accpac ERP solution and Leanne being the default in-house IT manager, vendor support is nothing short of critical. “If something goes wrong we can’t afford for the whole business to grind to a halt,” she says. “One of the main advantages in partnering with RDA Group is that whenever we need hardware or software support, it’s a single call, and the response is almost immediate.”

While it’s certainly Sage Accpac that’s providing Myaree Ceramics with new levels of business efficiencies and savings, Leanne recognises that underpinning all that is the IBM System X server on which the software is running. “The key benefit of the IBM server is that it operates faultlessly,” she states. “And at the end of the day, that’s precisely what counts!”