

CASE STUDY

CLIENT:	Don Kibble Drawing Office Supplies Pty Ltd
INDUSTRY:	Business Services
LOCATION:	Australia
PRODUCT SUITE:	EXO Business
MYOB ENTERPRISE PARTNER:	ExoBiz Services

EXO Business gives QLD printers integrated accounting and reporting capabilities without breaking the bank.

Overview

Based in Southport, QLD, Don Kibble (Gold Coast) is a specialist printer for the construction industry.

Over the past 33 years, the company has produced work for many of the Gold Coast's larger projects, including the Jupiter's Hotel/Casino and Convention Centre, the Marriot Hotel and Robina Town Centre.

Today, Don Kibble supplies as many as 70% of all construction consultants on the Gold Coast. It's an intense demand, and one that requires internal processes to be as streamlined as possible.

Struggling to integrate

Don Kibble had been using the DOS-based accounting system AccPac for the best part of 14 years.

"Compared to many more modern Windows-based systems, it was actually pretty good," says Danny Kibble, Financial Controller at the company.

"But being DOS, we couldn't integrate it with data [like cost codes] from other programs we were running. We needed something more flexible."

So the team at Don Kibble started looking for other systems.

"We considered pretty much everything," says Danny, "from Attache to standard MYOB Products. Nothing seemed quite right".

Choosing the right replacement

"But when we looked again at MYOB's product line, we discovered there had been some changes made to the previous Exonet product that were more in line with what we were looking for," says Danny.

So Don Kibble contacted local MYOB Platinum Partner ExoBiz Services and asked for a demo.

"We listed what it was that we wanted in the system," says Danny, "and Mike Duncan came straight down and showed us exactly how EXO applied to our business".

Handling pricing variables

Don Kibble were looking for a fully integrated system that would handle debtors, creditors, stock, general ledger – and report in depth too. They also wanted a system that could handle their unique pricing structure.

"We do a lot of work for building companies," says Danny, "producing large format printed signage and so on.

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“With reprographics, plan copy and colour copying there are so many variables that it’s almost impossible to product a standard price list. We offer most of our customers discounts – and this obviously impacts the end cost.”

The trouble with most off-the-shelf accounting systems is that they tend to be fairly restrictive when it comes to pricing, forcing you to adopt the same five or six pricing levels for all your customers.

EXO, however, is much more flexible. It allows for a combination of generic pricing based on discount percentages and volumes – which means you can attribute set pricing to individual debtors, or groups of similar debtors.

Surprisingly simple to use

A few months down the line, staff seem happy using the new system.

“It perhaps took a week or two to get used to the different layout, but a lot of it feels quite familiar,” says Danny.

“That’s one of the good things about EXO,” he continues – “despite the additional functionality that a Windows-based system brings, it is surprisingly simple to use”.

It helps having support you can rely on too.

“Mike and the team at ExoBiz Services are really helpful. They seem to have experts in lots of different fields (like payroll or data set-up) too, which means they’re always ready for the questions we throw at them – however obscure they might be.”

Up-to-date, day-to-day

Comparing old with new, the most obvious difference is EXO’s ability to access data quickly, according to Danny.

“It’s easier in EXO to report on aspects of the business without having to export figures into spreadsheets.”

Don Kibble’s previous system was batch-based, which meant they had to post data from individual modules (invoicing, debtors, creditors, cashbook and so on) to general ledger before they could extract any meaningful figures on sales or profit.

With EXO, you still post data to general ledger for a complete picture of your balance sheet, but you also get access to live data on anything from outstanding debtor balances to current figures on sales or costs.

“It’s that up-to-date information,” says Danny, “that helps you make the right decisions on a day-to-day basis”.

Better integration

Another improvement with EXO is the ability to share data across systems.

“Our previous system was rather more standalone,” says Danny, “which meant it struggled to integrate properly with other processes. But EXO does that effortlessly – particularly when it comes to payroll”.

Saving time at month end

When asked what he thinks EXO’s most significant contribution to their business has been, Danny is quick to respond.

“Time saving,” he says – “particularly around end of month processes.”

This took about two hours. The statements then had to be manually separated and put into imperial size ‘11B’ envelopes. That took another six hours.”

The entire process in EXO takes less than two and a half hours.

“We also have the option of emailing the statements out,” adds Danny, “which saves even more time, not to mention paper.”

Above all however, EXO has the functionality Don Kibble needs as an organisation.

“Many of the more expensive systems out there need a lot of customisation before they really start yielding benefits,” says Danny.

“There’s opportunity to do that with EXO if you need to, but the most impressive thing about the system is that even in its basic configuration, it covers pretty much everything we require – without breaking the bank.”

Enterprise partner details

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