



# MYOB EXO Business Case Study

## Prowler Proof

## Security specialists find flexibility is key to unlocking business potential.

### Overview

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Prowler Proof is an Australian manufacturer of security products.

Based in Queensland, the company manages their entire manufacturing process in house, from the selection of raw materials, to robotic welding and powder coating, to distribution.

Over the last ten years, significant growth has forced Prowler Proof to review its stock control and inventory systems and question the efficiency of its entire sales order process.

### Outgrowing requirements

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Prowler Proof had been using MYOB Premier as their principal accounting software for a number of years.

According to Finance Manager Ross Hurley, Premier offered exactly the sort of solid book-keeping performance he and the company directors were originally looking for. But as Prowler Proof started shifting more units and their stock grew, it became clear they'd outgrown their initial software requirements.

"We were going through an expansive phase," says Ross, "and our data levels were starting to put a strain on Premier. We realised we needed a system that could keep growing as we did, and still be functional ten years down the line.

"We set about looking for a package with the basic functionality of Premier," he continues, "but with a little more flexibility – something that would integrate easily with our existing systems, in particular our warehouse software, but have powerful forecast purchasing functions too."

"It was about getting the right balance in the warehouse and the office," says Ross. "We wanted the visibility to be able to streamline our business across the board."



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### Weighing up the options

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Prowler Proof researched a number of potential packages before settling on MYOB's EXO.

"What really stood out with EXO," says Hurley, "was its SQL database. To us, SQL meant flexibility, and that was what we wanted above all else. Flexibility meant we would be able use EXO alongside existing systems such as our factory software, as well as potentially anything we might want to use in the future."

Another swaying factor with EXO was local EXO implementation partner EBS.

"Our directors had done a fair bit of research online, including looking at the trialware version of EXO, and they were 90% convinced it was what we should go for. But meeting Mike Duncan from EBS was what really sealed the deal."

Ross says the fact that Mike was an accountant and not a salesman gave them confidence.

"Mike and his team at EBS really took the time to understand our management requirements," he adds, "and demonstrate how EXO could be tailored to suit those needs. That really impressed us."

### Understanding the sales order landscape

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When it came to the practical implementation of EXO, EBS' approach was just as thorough.

Ross says EBS spent nearly five weeks conducting an extensive review of all of Prowler Proof's existing systems and procedures, to get a full understanding of the sales order landscape.

"Despite all this preparation," he adds, "the real triumph was probably the work that went in immediately prior to go-live, to ensure the change over was as seamless as possible".

As part of the build, EBS rewrote several reports, including one for debtor statements, and another that automatically emails statements and invoices to customers. Prowler Proof also wanted to be able to record the performance of individual suppliers, so that they could identify at a glance those with the most favourable lead times.

Ross suspects there'll be further customisation down the track.

"That's the beauty of EXO," he says. "You can pretty much extract any data you want, which means you can report on almost anything."



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### Keeping an open mind when it comes to change

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Ross says it took staff three days to get a basic understanding of EXO and about a month to have enough confidence to use it comfortably on a daily basis.

“As an organisation, we already had a sound knowledge of SQL databases, which undoubtedly helped us get up to speed with EXO,” says Ross.

Where Prowler Proof did have queries, most of these stemmed from their unfamiliarity with user screens or the location of a particular report, and could be resolved pretty easily with a call to EBS.

Ross adds, “It certainly helps to keep an open mind when you’re trying to get to grips with a new system like this.

“During the first 12 months or so, we’d occasionally catch ourselves thinking that EXO wasn’t doing something the way we thought it should be done. Then we’d take a step back, stop trying to compare it to Premier and think instead ‘maybe we should be looking at this another way.’”

“These days, any issues we come across tend to be resolved in house – which is testament to the excellent training we received from EBS in the first instance. We’ll still pass the occasional query in their direction, but only if it’s really complicated.”

### Feeling the benefits from shop floor to management

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Of the improvements felt most acutely on the shop floor, the two-way communication between different systems is probably the most significant.

“Where we used to have to manually enter data from our factory software to our accounting package,” says Ross, “it’s now automatically transferred. By eliminating human error and reducing duplication, the automatic transfer of invoices into EXO alone has probably saved us ten hours a month.”

There are several associated benefits of that too, he says, not least that customers can now pay online.

At managerial level, it’s the ability to record, retrieve and report on data with timely, accurate and relevant information, that’s had a real impact.

“EXO allows management to have at its fingertips the precise information it needs to make sound business decisions. And that’s invaluable,” says Ross.

### Flexibility for the future

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All in all, Ross says, it’s a question of flexibility.

“With EXO’s Clarity Report Designer, you can essentially report on any data in the system in a format that makes sense to management. And that means that you’re not limited by off-the-shelf functionality.”

“In reality,” he adds, “Clarity is just the front end. It’s the SQL database behind the scenes that does all the hard work.

“But whichever way you look at it, EXO’s agility to accommodate business change now and in the future makes it an immensely powerful tool.”