

JIWA

ACCOUNTS
FOR EVERYTHING

Case Study

AVC

AVC is a leading information technology provider servicing over 1300 companies nationwide in a broad spectrum of market sectors.

AVC has a national reputation for customer care and network integration services including cabling, desktop support services, hardware and software integration, customised IT solutions and project management. The company strives on building reliability and security for all customers' needs by combining the highest level of technical competencies, strategic thinking and years of valuable hands-on experience in a diverse range of products.

In order to continue to grow and maintain service levels, AVC realised it needed better business processes. The right accounting and business management systems needed to be implemented. That system needed to successfully deal with the fact that most AVC revenue-generating activities were either projects or jobs.

Before implementing **JIWA Financials**, AVC used a system developed specifically for the service industry. However, this system could not successfully be used in every AVC department. An integrated solution was required.

"We needed the one integrated system to manage all areas of the business as service and job management information is critical to all areas of our business," says Stephen Chapman, IT Manager of AVC.

"We reviewed many other software vendors before choosing **JIWA**. We chose **JIWA Financials** because of its strong service and job management functionality. It was technically stable and fitted perfectly within our own system architecture" says Pas Pierro, Managing Director of AVC.

"The **JIWA Financials** system has unlimited interface capabilities hence we were able to develop an Intranet for staff to view and access data at any time. The possibilities are endless with **JIWA**" says Stephen Chapman.

Continued overleaf



■ Quoting

"The streamlined sales quoting in **JIWA Financials** meant that we significantly reduced errors in quoting and ordering. Quotes can be turned into invoices immediately."

"The **JIWA Financials** job management, inventory tracking and quoting functionality are all integrals parts of AVC and I consider that most service type businesses would not have this functionality" says Stephen Chapman.

■ Service Manager

"**JIWA Service Manager** manages the entire process of over 7000 jobs per year: professional time sold; job statuses; inventory; and labour. It is extremely convenient for technical and sales staff on the road. Now, instead of staff travelling to and from the office, they remain in the field, helping our customers."

"**JIWA** allows information to be gathered from the AVC website including checking and updating job statuses. We can track the processes of everything" says Stephen Chapman.

■ Job Management

"**JIWA's** job management allows AVC to track stock, time and assign multiple tasks to the one job: "AVC now has marvellous inventory control with 100% accurate stock-take."

"We have experienced an increased rate of billing. We are not missing opportunities to bill customers because the job management is so tight" says Stephen Chapman.

■ Inventory

"**JIWA Financials** allows us to view data on purchases made by AVC and by our customers. AVC can now view stock trends and purchase trends. We can also identify when and how much stock is required."

"The management of inventory has tightened. **JIWA Financials** has changed the way we do business and has significantly reduced unnecessary costs. We know exactly what's coming in and what's going out" says Pas Pierro.

■ Web Client

A Business to Business web interface application was developed to enable customers to log-on directly to the AVC website in order to view product ranges, outstanding orders, statements, purchases and invoices, along with being able to log or book a service job. Customers can also reconcile work and re-print invoices and statements anytime.

The web application also allows the mobile sales force and outside agents to enter sales details via laptops directly into the AVC website. Information is transmitted instantly in real-time to the **JIWA** database. "Our sales staff are now significantly more efficient and productive" says Pas Pierro.



"AVC sales have increase by over 23% thanks to the speed and flexibility of the new **JIWA Financials** system. The easy access to information, service management and inventory tracking, along with the new B2B web interface, have enabled AVC to communicate better with clients, and internally, to better understand their needs.

JIWA Financials has become an integral part of AVC. It has enabled our business to become more client focused and assisted us to deliver superior service to our clientele.

Our internal management has become more effective because everything is connected to one central system. This has helped our business prosper." says Pas Pierro.

"We now look forward to implementing **JIWA Postcard** in order to take our customer service to the next level" says Stephen Chapman.

AVC

Pas Pierro - Managing Director

Stephen Chapman - IT Manager

ABOUT US

JIWA Financials has assisted a large number of small to mid-sized businesses in a diverse range of industries, including: technology, food, hardware, clothing and footwear, milling, white goods, stationery and office suppliers, importers, drug wholesalers, e-commerce sites and many others. **JIWA Financials** utilises the Microsoft SQL server for its database and is built on other award winning Microsoft technologies.

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