

OFFROAD TRUCKS AUSTRALIA

Offroad Trucks Australia | Western Australia | MYOB Exo

Offroad Trucks Australia is Australasia's sole importer of TATRA Trucks, and TATRA Spare Parts, fully backed by the TATRA factory in the Czech Republic. With branches across Australia, the need to keep track of their business saw them upgrade their business management system to MYOB Exo.

Prior to this, they had been using MYOB Enterprise, but found that it wasn't handling the complexities that accompanied their business growth, particularly in the area of accounting for imports.

The right system needs the right support partner

Offroad Trucks Australia were initially pleased with the third-party implementation of MYOB Exo. However, they decided to switch their support over to Axsys in 2013 after hearing so many positives from others in their industry.

In regard to the earlier implementation, Amber Gaden, Administration Manager, explains, "the pre-sales service was brilliant, but I feel we may have been left to our own devices perhaps too early".

In considering options on the market, they shopped around for a system priced in the \$20K-\$50K range. They received recommendations that suggested they should be looking at a spend in the ballpark of \$150K-\$250K – a budget that just wasn't realistic for a small-to-medium sized enterprise that just wanted to keep track of the business.

A good system is not enough

After much deliberation, they finally decided on MYOB Exo. Gaden states that the big selling points included "the user-friendly interface and the separate job-costing module, so the guys out the back can work with that without affecting the accounts".

But it's what happened after the decision to go with Exo that confirms what so many Axsys customers report: it's not enough just to have a good system. "I still had faith in the program itself, but in hindsight", says Gaden, "with the amount we spent on support and fix-ups, we could have had a better outcome if we had selected the right partner in the beginning".

The Axsys Difference

Since Axsys took over the support of Offroad Trucks' Exo system Gaden says she couldn't be happier. "There were basic configuration problems in the system that were there from the outset, that shouldn't have been there".

As to the day-to-day use of the system, Gaden reports that she's "very happy with the product overall".

She continues, "There are quite a lot of little bonuses and features that we're still discovering".

"Axsys are fabulous... They're very good at getting back to us within 24 hours for any of the more complex issues that they haven't got an answer for on the spot."

When discussing the latest version of MYOB Exo, Gaden states, "the latest version is definitely the best – there's lots of new reports and they're more user friendly. In the past it was a bit of a process to really drill down into reports but now you can drill down easily so it's all more coherent".

Custom Development

To meet a specific need, Axsys also custom-developed a workshop module for the business. Gaden explains, "It's a very simple system with nice big buttons on a touch-screen, and swipe-cards, and very little to type".

She says, "So the guys in the workshop are now clocking on and off and the time is tracked properly. Prior, half days were spent here or there and we weren't invoicing properly. Not all the time is billable, and that's fine, but now at least we know where the time is spent".

In Conclusion

And the overall experience with Axsys in Western Australia? Gaden concludes, "Axsys are fabulous. There's always someone available and they're very good at getting back to us within 24 hours for any of the more complex issues that they haven't got an answer for on the spot. And they do not invoice for everything if they think it is something we shouldn't have to wear".

Before Axsys

- A rushed implementation
- Increasing charges for support and fixes
- An outdated version of Exo
- Lacked the ability to invoice correctly

After Axsys

- + First-class support
- + All work carried out promptly
- + Upgraded to the latest version of Exo
- + Custom app to track billable time correctly

Ready to take the next step?

To find out how an integrated business management system can dramatically improve your business, contact our sales team on **1300 553 228** or email **sales@axsys.com.au**



Axsys | We Make Business Better

With over 20 years experience in ERP solutions, Axsys is Australia's leading MYOB Diamond Platinum Partner.

To find out more about our services, please contact us:

p: 1300 553 228

e: info@axsys.com.au

w: www.axsys.com.au

