

“A Tailormade Solution”

“Compusoft Australia restored my belief in the benefits of Navision through their ability to tailor the product to our specific business needs. Compusoft Australia reduced my labour costs, added value to our business processes and provided our sales team with timely market intelligence that has enabled us to become a more pro-active rather than re-active sales and marketing company”.

NAVISION®

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Facts

Company Profile

- ▶ Larson-Juhl, a Berkshire Hathaway company, designs, manufactures and distributes fine custom frames.
- ▶ Larson-Juhl has 24 facilities in the United States and locations in 15 other countries.
- ▶ Larson-Juhl opened its Australian operation in 1986
- ▶ Larson-Juhl Group Revenue for 2005 was US\$600 Million
- ▶ Australian Employees are 47

Problem

▶ Larson Juhl head office requested all international companies to move to a common ERP platform, and as Navision was one of the better wholesale and distribution products software in the market, we moved towards this software. Originally installed by another re-seller Navision caused major functionality issues, and hindered best business practice, due to an inflexible platform which resulting in additional labour costs, complicated month end processes, and client management issues. Compusoft Australia was appointed to problem solve.

Solution

- ▶ Compusoft Australia conducted a detailed systems audit to determine how to “best” integrate Navision solutions that would allow for greater platform flexibility, reduced labour costs, and time efficient processes. They took time to listen to the clients needs.
- Benefits
 - ▶ Compusoft Australia’s problem solving technical skills delivered;
 - Improved labour costs
 - Reduced time taken to conduct accounting and financial procedures: ie month end
 - Statement from 12 hours to 52 minutes
 - added value to the key business processes
 - restored the clients’ belief and confidence in Navision

Future Pathways

- ▶ Compusoft Australia is currently developing a tailored Pricing System and an Import Costing System for Larson Juhl.

“Before Compusoft Australia came onboard, Larson Juhl had serious reservations about Navision being the right ERP system for the company”, says Rita Heijboer, Commercial Manager for Larson Juhl Australia LLC.

“Originally, the move to Navision followed a global directive from Larson Juhl Head Office in the US requesting all external countries to upgrade from our very old DOS systems to a new integrated ERP system that was more windows based”.

Larson Juhl originally worked with an unnamed Microsoft Reseller who over 2 years, installed a Navision Package that failed to meet their business needs or key business objectives.

Says Rita, **“initially it was not flexible enough for our business needs and resulted in an increased labour staff to operate the system. I felt we were going backwards not forwards and had serious doubts about our choice of an ERP product”.**

Continued Overleaf



Compusoft Australia

Case Study

The Client

Larson Juhl

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In Rita's words, an ERP system should be able to follow your company and its client needs whatever their twists and turns might be. If they request a left or right hand turn, multiple invoice or statement copies, then the system should be able to cater for their individual needs. **"Due to the unique nature of our business, Larson Juhl must deal with a wide variety of customers, predominantly custom framers and manufacturers. A key function of the system is partial allocation receipts, requiring a duplicate copy of statements - one for the customer and one for the company. Initially, our Navision system could not deliver duplicate copies, thus hindering client service and accounting practices that the company had prided itself on".**

Obviously there was a need to re-visit Navision, its problems and challenges, and this is when Compusoft Australia was brought in. Well known for its problem solving and tailored client approach to the business, Compusoft Australia worked quickly with a dedicated Business Solutions team to problem solve and deliver tailored solutions required by Larson Juhl.

Commenting on the challenges, Joe Cardinale Managing Director of Compusoft Australia says initially, our challenge was to reduce the amount of time month-end reports were taking from 12 hours to 2 hours. From here we were able to further reduce the process time down to 52 minutes. This required Compusoft Australia to re-create the statement need of month program and tailor it to the clients specific activities.

Following this we worked to improve the server connection time between all branches which was very slow. We found it had been under-configured in both the hardware and bandwidth, so Compusoft Australia analysed the requirements for the hardware communications and found both lines were under configured. In our report we made recommendations to resolve issues and implemented product solutions via Larson Juhl's network specialist support team.

Getting ahead – A Tailored Future!

Since working with Compusoft Australia, Navision is now helping Larson Juhl to develop better ways of doing things;

- Better quality solutions
- better quality sales and marketing reporting
- more timely and flexible financial reporting systems
- more comprehensive territory sales reports,
- detailed sales and purchase trends

"Compusoft Australia is now working with us to help us plan and grow our business, to further reduce timely process, and labour costs and to deliver intelligent sales and marketing information", says Rita

They have really given me the confidence to resolve problems and provide workable solutions using Navision. It has been a real team effort, lead by a highly skilled team of Compusoft Business Solutions Managers and technicians. The key to the solution has been their ability to listen to our needs and concerns and work closely with us to develop tailored and workable solutions which they have implemented in a very timely manner.

"When we first met with the client they were ready to throw Navision out. This was our first challenge to convince them that their initial decision was a good one, and then through our problem solving solutions to restore their confidence in the product". "We committed to changing the clients' opinion and we did restore their faith and belief in the product" said Joe Cardinale Managing Director of Compusoft Australia