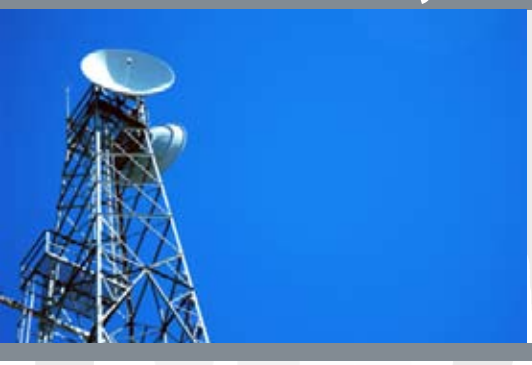
Jim2® BUSINESS ENGINE
connecting people and business

Jim2 Case Study — Radio Communication Solutions



Radio Communication Solutions

COMPANY: RADIO COMMUNICATIONS SOLUTIONS
BUSINESS CLIMATE: RAPID GROWTH
CHANGE CATALYST: NEEDED TO MANAGE & TRACK JOBS
SOLUTION: Jim2® BUSINESS ENGINE

"We're a fast growing company that needed an accounting system that could keep up with us."

Lawrie Nelson
Service Manager
Radio Communications

Business is a Two-way Street

Radio Communications Solutions is a complete sales and service two-way radio company that has been servicing Central and Northern Queensland since 1999. It offers a comprehensive range of commercial two-way radio products and sells and services most major brands including Motorola, Icom, Tait, GME and Uniden.

Based in Mackay, Central Queensland, with permanent field staff located at strategic locations throughout the Bowen basin, Radio Communications Solutions is a growing team made up of engineers, installers, technicians and sales and administration support. Every role in the team is focused on delivering quality radio communications equipment and support to their clients.

Radio Communication Solutions is a major contractor and supplier of telecommunications equipment to the local government, sugar industry, tourism and mining sector. Clients include both BHP-Billiton and Rio Tinto.

"We needed an accounting system that could connect the team, so that we can spend more time in delivering client support, instead of spending time searching for items or pushing paper,"

Lawrie Nelson
Service Manager
Radio Communications

Jim2® BUSINESS ENGINE
connecting people and business

Happen BUSINESS

connecting people and business

Jim2 Case Study Radio Communication Solutions

"Jim2 has definitely helped Radio Communications Solutions shave off a lot of time spent on document handling across the purchasing, technical, sales and admin teams.

We have a dedicated team of highly skilled personnel who agree that Jim2 is now an integral part of our business"

LAWRIE NELSON, Radio Communications Solutions

BUSINESS CHALLENGE

As a rapidly growing business, one of the main things Radio Communications Solutions (RCS) needed to manage was the documentation and tracking of jobs and orders in great detail.

RCS found that the bookkeeping solution it was using, MYOB, could not keep up with the current growth of the business, and because MYOB did not have a comprehensive search function, RCS was wasting an inordinate amount of time tracking down job numbers.

The RCS management team realised the company had outgrown MYOB and that it was time to find a new accounting system.

TALK ABOUT A DIFFERENCE!

Since implementing Jim2 Business Engine, all of the issues RCS faced whilst using MYOB have disappeared. Jim2 has helped Radio Communications Solutions combine accounting, workflow and business process management software into one integrated package - completely simplifying the work cycle.

The company's deployment of Jim2 Business Engine has resulted in increased performance and improved connectivity, as well as a general boost in productivity.

The ease and speed of installation and migration of the data from MYOB to Jim2 also earned the seal of approval of RCS' staff, who warmed to the new system immediately. Training was provided on site and live in the new system, ensuring buy-in from all the staff at RCS. Richer reporting features in particular impressed RCS management.

Every report now comprises more detail and information, and can handle serial number tracking, which is an integral part of RCS's business as it provides a variety of products and support to customers.

connecting people and business

KEY BENEFITS

- Improved Business Process
- Detailed and quality reporting
- Improved data management
- Easy to use across all departments

FINAL WORD...

"The improved performance and ease of configuration has definitely made a huge difference to our company. Jim2 Business Engine met Radio Communication Solutions' requirements so well that it was easy to imagine what Jim2 could do for our growth plans in Australia"

Lawrie Nelson
Service Manager
Radio Communicationss

"Jim2's detailed and easy-to-access reporting function has made analysing the business that much easier for the management team"

Lawrie Nelson
Service Manager
Radio Communications

connecting people and business

Jim2® by Happen Business Pty Limited
P +61 2 9570 4696
F +61 2 8569 1858
E info@happen.biz
W www.happen.biz

AUSTRALIAN MADE

Happen Business is a 100% Australian owned and operated company. Happen Business offers Australian designed, developed and supported products, delivery world class software solutions right here at home.

Jim2 Business Engine Designed and developed by Happen Business. Contact Happen Business today on 02 9570 4696 to find out more about Jim2 Business Engine.

©1999-2010 Happen Business Pty Limited Jim2 is a registered Trademark of Happen Business.

connecting people and business