



Happen Business Case Study

Digital Document Solutions

SHARP
digital document solutions

BUSINESS CLIMATE: GROWING AND EXPANDING
CHANGE CATALYST: OUTGROWN EXISTING SYSTEMS AND PROCESSES
SOLUTION: JIM2 BUSINESS ENGINE + JIM2 MOBILE
JIM2® EDITION: MANAGED PRINT SERVICES + TAILORED OPTIONS

Digital Document Solutions, Sharp's #1 Print Dealer, are leaders in personalised managed print services who wow their customers.

With an impressive head office in Melbourne, and branches in Bendigo, Ballarat and Geelong, the authorised Sharp and OKI dealer has an extensive reach, helping businesses across Victoria to boost productivity, and improve their customers' bottom line as their chosen managed print service provider. The team look after their customers, tailoring complete solutions that include finance, machine servicing and regular supply of consumables, to keep their customers moving forward.

DDS are seasoned Jim2 users, implementing the software in 2011.

"The first time I saw the software I was blown away by the features it had on offer. Most of them were things we had dreamed of with our old system, but thought they were unachievable," said Bob.

Being able to easily set up machines, streamline the meter reading collection processes, and run different reports based on limitless variables was immediately appealing.

"After the onsite training was completed, we had access to numerous phone calls and remote support as the need arose," keeping the team at DDS on a steady path to success with Jim2.

Less Administration

DDS saw real process improvements from the get-go.

"Jim2 saved us 40 to 50 hours per month in manual meter reading collection alone. Approximately 3,000 devices required monthly readings to be entered, which previously took two people about two weeks to complete. By integrating Print Audit and Jim2, we automatically collected approximately 1,800 of these, without any intervention from our staff."

It was a significant step forward, helping DDS to streamline key processes, and grow their business. DDS endeavour to streamline all of their devices, which will provide even greater time saving.

Jim2's simplicity, streamlined workflow, and greatly improved efficiencies continue to stand out to DDS.

"We're seeing great results integrating vendor stock feeds and electronic purchasing from Dynamic Supplies. Making use of eBusiness Connect really simplified the whole process of stock ordering, and drastically shortened consumable delivery times to our clients."

"Digital Document Solutions Group has been using Jim2 since 2011. During this time, we have seen many enhancements to the product, and it is now at the point where I believe it has developed to be the pre-eminent solution for the MPS/print industry."

BOB COTTER
GROUP GENERAL MANAGER
DIGITAL DOCUMENT SOLUTIONS



Designed, Developed & Supported in Australia, Jim2® Business Engine is a complete business solution to manage every aspect of your workflow cycle and solves the growing pains of small to midsize enterprises.

CONTINUED OVERLEAF →

"The features and efficiencies provided by Jim2 are seemingly endless – our imagination is the only boundary we have found to date. Jim2 is an easy to use but extremely powerful tool which DDS simply couldn't operate without."

BOB COTTER
GROUP GENERAL MANAGER
DIGITAL DOCUMENT SOLUTIONS

"Mobile access has made a significant improvement to our service control and allocation of service calls. With 18 technicians across four branches, we no longer need to email or phone technicians with their next service call."

BOB COTTER
GROUP GENERAL MANAGER
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Key Benefits

- Significant reduction in the time it takes to collect meter reads, process billing, and assign/update jobs
- Integrates with key industry partners/suppliers
- Mobile connectivity
- Numerous reports with limitless variables
- Designed with end users in mind

"Although DDS lives and breathes print, by embracing the EDMS and automation of workflows within Jim2, DDS has transformed into an almost paper free organisation.

"We no longer rely on the endless search for missing documents when a staff member is absent. Every document is simple to find with the enhanced search functionality within Jim2, whether we are in the office or in a client meeting using the mobile app.

"Since the first week we have been continually amazed at the number of features and benefits which come standard with Jim2. We are still finding helpful features and reports, which assist in driving growth and profitability in our business."

Connected From Any Location

"Mobile access has made a significant improvement to our service control and allocation of service calls. With 18 technicians across four branches, we no longer need to email or phone technicians with their next service call. They simply log in via their iPhone to the Jim2 Mobile App – from there they order parts, close calls, receive their next service call, and also get a full service history of the machines they are attending.

"Extensive reporting and management dashboards have also given us a detailed and accurate view of our overall business. We have also had a number of custom reports written, which were fairly inexpensive and simple to implement. We send one report to our finance partner for billing, which extracts meter readings from our Managed Print devices each month. This alone has saved our staff a full day's processing," further streamlining administrative tasks.

New Opportunities

"Over 6 months we partnered with Happen to develop and enhance the CRM capabilities within Jim2. The project included the management, calculation, payment and tracking of staff commissions. These have now become a core part of Jim2.

"Although the scale of this project became far greater than we initially predicted, the team at Happen were more than accommodating to ensure we ended up with a successful outcome. Jim2 drives every area of our business – from stock control, warehouse management, service delivery, billing and now a full sales driven CRM.

"Thanks to the entire team at Happen – your partnership with DDS has been a major factor in our growth over the past 8 years. The efficiency Jim2 provides has elevated our efficiencies and enabled us to deliver best of breed services to our clients."

Cotter says, after using the system for a number of years, the team are extremely pleased with its performance.

"The features and efficiencies provided by Jim2 are seemingly endless – our imagination is the only boundary we have found to date. Jim2 is an easy to use but extremely powerful tool which DDS simply couldn't operate without."

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