



# Happen Business Case Study

## IBS Engineering Supplies & Innovative Solutions



**BUSINESS CLIMATE:** MATURING AND CHANGING  
**CHANGE CATALYST:** MULTIPLE INCOMPATIBLE SYSTEMS  
**SOLUTION:** JIM2 BUSINESS ENGINE  
**JIM2® EDITION:** PREMIUM EDITION + TAILORED OPTIONS

**Established in 1979 in Innisfail North Queensland, IBS Engineering Supplies & Innovative Solutions develops solutions through industrial supply sourcing, engineering design, and manufacturing. They service a wide range of industries including agricultural, mining, construction, energy, and food processing to national and international customers.**

IBS has become a leader in engineering innovation and a driving force in the design and production of high quality agricultural and industrial equipment. IBS also maintains a repair and jobbing shop for the special needs of customers and offer a wide selection of agricultural solutions and industrial hardware through our Retail division.

### Software wrangling wasting time and resources

As their business matured, IBS added new procedures and systems to handle them, and found that things were becoming more complicated to work with and maintain. Eventually it got to the point where their two main business management systems simply weren't playing nicely" together.

Having to use two different systems was difficult enough for staff; but the fact that they also needed to know what to look for when errors occurred and also how to fix them when they did was a major headache. Several small programs were needed to achieve things like updating stock, or even getting the right data for reports, and IBS staff had to double enter some data into both systems due to synchronisation issues.

In the end, using both applications IBS were spending more time managing the software than actually doing productive work, with approximately 8 hours a week being spent just on fixing errors.

### Jim2 to the Rescue!

Straight away the simplicity and uniformity of the Jim2 interface appealed to IBS. Coming from using two separate applications with their own ways of doing things (even though they were designed to work together) to seeing just how simple Jim2 was to understand right from the get go, IBS could already see it would be a huge improvement on their current set up.

"Coming from using 2 different applications with their own ways of doing things to seeing just how simple Jim2 was to understand right from the get go, we knew that it would be a big step up from what we had seen previously."

**DARRYL ANDERSON**  
 IBS ENGINEERING SUPPLIES  
 & INNOVATIVE 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



"Being able to easily navigate through the software and figure out where jobs need to be actioned or where issues may lie, and then being able to delegate actions right from within the software and have traceability to resolutions has been invaluable. The integration of email has meant that our external communication has improved in much the same way."

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The uniformity of handling the major business functions, ease of navigation through the system, and one of the most important things for a small business; how the system handles user accounts and security settings were some of the features that immediately grabbed IBS' attention.

Knowing that changing business systems is a big decision for any business, IBS spent about 12 months thoroughly evaluating several different software packages to make sure they understood exactly what was needed and what could be delivered from whichever system they decided on. The Happen Business team gladly demonstrated how all of IBS' important processes would work within Jim2, which they were then able to replicate and demonstrate themselves during their own trials easily, without any extra training.

This proved just how powerful and easy to use Jim2 Business Engine really was. This, and the fact that the initial purchase price, implementation costs, and continued license fees all fell within what IBS had expected to pay for a new system, sealed the deal!

**"The immediate benefit was the absolute clarity we gained in where we stood as a company."**

**DARRYL ANDERSON**  
IBS ENGINEERING SUPPLIES  
& INNOVATIVE SOLUTIONS

### One business system makes a big difference

After implementation of Jim2 Business Engine, IBS noted that the clear overall communication across the company was the biggest improvement. Being able to easily navigate through the software and figure out where jobs need to be actioned or where issues may lie, and then being able to delegate actions right from within Jim2 (with crucial traceability to resolutions) has been invaluable. The integration of email in the latest release has meant that external communication has now also improved in much the same way as all internal processes.

#### Key Benefits

- One powerful, easy-to-use software package
- Support, training and intuitive user interface meant a short learning curve for staff
- Improved business processes
- Increased communication and traceability
- Simple implementation process

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