



Happen Business Case Study

PT Hydraulics Australia



"Using Jim2 has been a godsend compared to our old operating system. We've seen great enhancements to our customer service offering, seeing an ease in giving quick answers to our customers – product availability, delivery information – and greater visibility, with a full picture of our jobs, purchase orders, and many other aspects. Thumbs up Jim2!"

PAUL S.
CUSTOMER SERVICE
PT HYDRAULICS AUSTRALIA



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.

BUSINESS CLIMATE:	MATURING AND INNOVATING
CHANGE CATALYST:	OUTDATED INVENTORY MANAGEMENT SOFTWARE
SOLUTION:	JIM2 BUSINESS ENGINE + JIM2 MOBILE
JIM2® EDITION:	PREMIUM EDITION + TAILORED OPTIONS

With over 35 years experience, PT Hydraulics Australia specialises in supplying high-quality hydraulic tools and equipment (including high force equipment, fluid power products, rescue products, rail products, fire products, short and long term hire), supported by superior service.

PT Hydraulics has central operations in Melbourne, plus a network of regional sales managers located in Sydney, Brisbane, Perth, Hobart, Melbourne and Townsville. They found they needed to replace their legacy systems with a 21st-century solution that connected their staff nationwide.

Operating a system that was over 20 years old, PT Hydraulics found themselves exposed with antiquated and unsupported software. It was weighing them down, taking hours to manually extract and analyse business performance, which caused a huge amount of downtime that hindered their potential. It was time to reassess what they wanted from their systems.

Upon taking a look into what was out there, they found that a more development-minded package would unveil new opportunities to their operations. After talking to other owners and contacts, the team created a short list of proven solutions. It was their IT Service provider that recommended they look at Jim2 Business Engine.

Seeing Jim2 in an online demo, at first look, it was completely different to what they were using. "I found it looked very similar to Windows, and the layout helped me access multiple sets of information without having to visit past screens. It felt really comfortable," said Dallas Jarred, Operations Manager at PT Hydraulics.

Narrowing the candidates down to Jim2 and another well-known alternative was easy. Choosing between the two was going to be tough. On paper, they were very similar, but in person they were very different. "We visited both companies to get a feel for how they operated, and we called a number of references from both to make our final decision. After visiting Happen Business, we were pleased to find their company culture was very similar to our own. And, after speaking with various customers, it was clear that Jim2 was the right fit for us," says Jarred.

Better Analysis

The team immediately noticed new actions in Jim2 that simply weren't possible with their old system, and enjoyed discovering improvements to everyday processes. Jarred says, "Being able to track notes meant we didn't need to search far for information about a sale or purchase order, for example. Over time, we came to grasp how email functionality worked and found it was a huge opportunity to enhance internal/

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"Jim2 has opened our eyes. On top of better reporting, in the past we didn't have a system to manage our quotes. Everything was completed and tracked manually. Being able to quote, track, and analyse immediately from Jim2 has been great for our performance and growth."

DALLAS JARRAD
OPERATIONS MANAGER
PT HYDRAULICS AUSTRALIA

"Jim2 has changed the way I'm able to work, and improved processes to save me hours every day."

GREG B.
NATIONAL PRODUCT MANAGER
PT HYDRAULICS AUSTRALIA

Key Benefits

- Faster reporting and business analysis
- Enhanced visibility across all departments
- Better flow of information
- Immediately connected and more responsive field staff
- Streamlined and innovative processes
- Clean, familiar and intuitive solution

external communications while improving visibility across the entire business. We gradually built our personal Jim2 navigation trees, which really made it easy to keep relevant information on-hand. We also got right into having custom reports written by Happen Business to help us better analyse our business. The small investment up front in reporting was a huge saving in administration in the long run."

The Power of Mobile Connectivity

With the sales force spread across Australia, it's no stretch that the team love Jim2 Mobile to instantly access the database. The mobile app has enabled them to connect out on the road, work smarter and look more professional. Sales managers are able to check stock, confirm pricing and also see costs to PT Hydraulics, keeping informed during the sales process. "Without a doubt, it's made a huge difference to the service we offer customers by creating quick quotes then and there, rather than saying we will check and get back to them" states Jarred.

Best Transition to Date

"Jim2 is a big package. I had been cautioned to prepare for a complex and perhaps difficult implementation process – I won't lie, I was a bit worried. Although there's always going to be hurdles along the way, we found it easy to work with Happen's implementation team to overcome any issue. Following implementation, some of our long-time staff commented it was the best transition they had seen in their experience, which is a testament to Happen's commitment," said Jarred.

Jim2 has been great for the team at PT Hydraulics. Jarred says, "The visibility we've gained really shows in our responsiveness. We save a lot of time because our team can now see when stock is going to arrive, without the hassle of having to chase our suppliers. Because we import a number of products and don't have access to the majority of our suppliers during operating hours, delivery information within stock attributes lets us confirm their availability on the spot."

Significant Benefits

For PT Hydraulics, four significant benefits immediately stand out since using Jim2. Faster business analysis, new innovative processes, improved communication, and a better flow of information throughout the business.

Along with a great package, PT Hydraulics have found they've been well supported throughout their experience with Jim2, seeing a well-portioned amount of time given to the team to grasp the system, and every effort by Happen to tailor the processes to fit PT Hydraulics' operations. The team are pleased with support following implementation and the prompt resolution of any outstanding issues.

Jim2 Business Engine has been a great fit for the team. It's given them a better grasp of where they're at, greater responsiveness and enhanced visibility across the business.