



Happen Business Case Study

Windeyer Continuous Hinges

BUSINESS CLIMATE: ESTABLISHED INDUSTRY LEADER
CHANGE CATALYST: NEED FOR JOB COSTING, VISIBILITY AND INSIGHTS
SOLUTION: JIM2® BUSINESS ENGINE
JIM2® EDITION: PREMIUM EDITION + TAILORED OPTIONS



Windeyer Continuous Hinges is a family owned business that started in 1984, manufacturing standard continuous hinges. As the market evolved, so too did the work, and over 30 years later the company now specialises in manufacturing custom made continuous hinges in their 1,000 square metre facility in Minto, NSW.

In recent years, Windeyer invested in CNC machinery and permanent tooling setups to cater to their custom products. These tools empowered the team to be agile, often managing small production runs at quick turnarounds, while maintaining quality products and reliable service.

With the new flexible manufacturing systems in place, the team needed to replace their accounting system and paper-based processes with a comprehensive business system that helped track and trace their production process to achieve short lead times.

Old System Slowing Us Down

"We had outgrown MYOB, and needed a more efficient way to manufacture and control our raw materials and finished stock," says Martyn Windeyer, Director, Windeyer Continuous Hinges.

It was time consuming for staff to find critical information to complete their work.

"Our old system only kept limited sales, stock and customer history, which meant looking for information was time consuming.

"The process and knowledge specific to each job also wasn't recorded anywhere, which meant the owners were heavily relied upon for their extensive experience. We really needed a system to capture this information, plus drawings and notes."

Martyn and Bryan Windeyer focused on choosing a system that would complement their future direction. Using demonstrations of Jim2 to match functionality with their requirements list, they pinpointed how important stock control was to accurately quote jobs, and to get a better handle on pricing and workflow to significantly improve visibility in their business.

New Streamlined Workflows

Processes took too long to create production documents, and to record specific manufacturing information about each part, they needed to alleviate the bottleneck by streamlining the process.

"By recording our production-related processes, stock, programmes and documents when first setting up a manufacturing item in Jim2, we

"Implementing Jim2 has given us the means to improve our systems to a point where, as owners, we now have more time to work on growing and developing our business.

"Jim2 gives us invaluable insight into our work. By being able to create jobs from quotes, link the quote and related emails to each job, and add comments is priceless. Truly nothing gets lost."

MARTYN WINDEYER
DIRECTOR
WINDEYER CONTINUOUS HINGES



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 →

"Jim2 is a comprehensive out-of-the-box solution without the need for expensive customisations.

"The functionality to link drawings and documents to our manufacturing parts, and the ability to manage workflow by job status has been key to finishing jobs faster and invoicing sooner."

MARTYN WINDEYER
DIRECTOR

WINDEYER CONTINUOUS HINGES

Key Benefits

- Introduced stock control to start job costing and manage selling prices
- Track from quote to job to purchase order
- Document processes, comments, correspondence and linked documents
- Improved communications between staff
- Enhanced customer service

can reproduce our manufacturing jobs at the click of a button, which has saved us so much time," says Martyn.

"Add to that the functionality to link drawings and documents to our manufacturing parts, and the ability to manage workflow by job status, the new workflow has been key to finishing jobs faster, and invoicing sooner," says Martyn Windeyer, Director.

Previously, Windeyer were not using any form of stock control system and had to physically check finished stock and raw materials to see what was available. It was a time-consuming exercise that caused avoidable delays.

"Jim2 stock control immediately saved us so much time. By providing us accurate information about our raw materials, we could place purchase orders more efficiently when an order came through, or when we were low on stock. And, we did not have to physically check if stock was available any more – it's all in Jim2."

Linked Data Equals Faster Service

Windeyer wanted to see important information linked together – from quote to manufacturing job to purchase orders for materials, in one system. When they were better informed, their customers could be better informed too.

"Managing workflow through personalised lists and statuses has proven to be an invaluable way of tracking production. It gives us up-to-date information to manage jobs, and helps us to provide more information to customers."

Quoting with consistent pricing is now much easier also, as the old system did not automatically apply pricing based on quantity breaks.

"We had to keep checking and adding prices to jobs, which was slow and prone to errors.

"In Jim2, now quantity breaks are set for each stock, along with multiple price levels. With pricing calculations set up, it's much simpler for staff, and more consistent for customers

"Linking emails to customer and supplier cards, jobs and purchase orders is a seamless way to track correspondence. Plus, comments on each job means that what has been said or promised by a staff member is immediately available to the rest of the team. We're much more informed.

"When customers contact us, we can give them information about what is in stock, pricing, and their purchase history on the spot. There's no delays and no searching."

Smart and Centralised

Using Jim2 Business Engine, Windeyer has seen the time it takes to plan, document and manage their custom jobs from end to end has significantly reduced.

With confidence in Jim2, they have minimised over-purchasing raw materials, found it easier to get organised for new jobs without depending heavily on management, are being more consistent in their pricing, and have improved the quality of customer service on offer with their outstanding workmanship.

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