



Happen Business Case Study



The Boss Shop



CHANGE CATALYST: STREAMLINE BUSINESS PROCESSES
INDUSTRY: INDUSTRIAL SUPPLIES
SOLUTION: JIM2 CLOUD AND JIM2COMMERCE
JIM2® EDITION: PREMIUM EDITION, JIM2 MOBILE, RETAIL
WEBSITE: WWW.THEBOSSHOP.COM.AU

The Boss Shop is a diverse supplier of industrial supplies servicing mining, rural and commercial industries in and around Mount Isa, Queensland. The business was established in 1991 and has grown to include a warehouse, a showroom, and they recently expanded to an online store, which allows their customers to place orders 24/7. At The Boss Shop, they set themselves apart by providing an extensive product catalogue of cutting-edge technology, durable materials, and innovative solutions with experienced staff that go the extra mile in excellent customer service.

In 2018, the management of The Boss Shop realised that they had to move on from their current software solution as it had old data formats that required frequent manipulation to get the information that they needed. It slowed the business down as it was difficult to track quotes, sales and orders. Even with upgrades, the incumbent software was lagging in a wide range of features, and an alternative solution was needed.

“Our primary goal in implementing an integrated ERP (Enterprise Resource Planning) software was to streamline and simplify our business processes. Ease of use was a critical factor, as we wanted a system that our team could quickly adapt to without extensive training. We were specifically looking for a solution that could seamlessly integrate orders, invoices and emails to improve our overall efficiency and reduce manual errors,” says Travis Crowther, Managing Director of The Boss Shop

They also identified that the server dependency was a significant drawback. Managing and maintaining these servers added complexity and cost to their operations. Jim2, in contrast, offered a more efficient solution with less dependence on physical infrastructure.

Travis was introduced to Jim2 by a local business who recommended this software solution, as their business had benefited, and they had experienced first-hand the excellent Australian-based after sales support offered by Jim2. Their previous system’s complexity necessitated a large support team to manage and troubleshoot the system. This was not only costly but also diverted resources away from core business activities.

“Switching to Jim2 has been one of the best decisions we’ve made at The Boss Shop. The system has delivered on every promise, transforming our operations, boosting efficiency and providing outstanding support every step of the way.”

TRAVIS CROWTHER
 MANAGING DIRECTOR
 THE BOSS SHOP



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.



This friendly referral resulted in Travis being in contact with the Happen Business sales team, and shortly after that it was agreed that Jim2 had been chosen to replace their existing system at The Boss Shop.

Making a change for the better with Jim2

The partnership between The Boss Shop and the Jim2 team was excellent. They collaborated closely with their staff, providing valuable insights and support throughout the implementation process. Their proactive approach and willingness to work alongside the team facilitated a smooth and successful transition.

Travis says, "The Jim2 team made a concerted effort to understand our business operations and specific requirements. They conducted thorough discussions with us to tailor the implementation to our unique needs, which has been instrumental in making Jim2 a valuable tool for The Boss Shop. There was minimal scope creep during the implementation. The project was well-defined, and the Jim2 team maintained a clear focus on the agreed-upon objectives. Any additional requirements that arose were managed efficiently without significantly impacting the project timeline or budget".

"Jim2 has provided a modern, visually appealing interface and faster performance, significantly improving our operational efficiency," Travis concludes.

A true partner in our success

The value Jim2 provides does not end after the implementation, Happen Business invites all customers to add their votes to Happen UserVoice to gain insights into which software development to add to the core product roadmap in future.

Support is free. Travis goes on to say, "The support team at Jim2 has consistently provided exceptional service whenever we've needed assistance. Their ticketing system is easy to use, and I've always been impressed by the speed of their responses. Whether we've had a question or needed help with a specific feature, the team's quick replies and efficient action have ensured that our operations run smoothly without significant downtime".

Many benefits from one solution

The greatest benefit and value Jim2 has brought to The Boss Shop is its profound impact on their operational efficiency and overall productivity.

One of the most impactful benefits has been the reduction in labour costs – enabling them to reduce their staff by one full-time employee, Jim2 has saved The Boss Shop approximately \$70,000 annually. The automation and efficiency gains have allowed their leaner team to focus on higher-value activities, contributing to a 10% increase in sales.

Travis adds, "The improvements in order accuracy, faster processing times and better inventory management have enhanced our service to customers and streamlined interactions with vendors. This has led to increased customer satisfaction and stronger vendor partnerships".



"Jim2 has enhanced our competitive edge. We are better positioned to compete in the market with faster response times, accurate inventory and a more streamlined operation, which has strengthened our market presence."

TRAVIS CROWTHER
MANAGING DIRECTOR
THE BOSS SHOP

Key Benefits

- Enhanced operational efficiency
- Improved customer experience
- Seamless integration with ecommerce business platforms
- Vendor stock feeds

Jim2's comprehensive reporting and analytics tools have provided them with valuable insights into their sales performance and operational metrics. This data-driven approach has empowered the management at The Boss Shop to make informed decisions, optimise processes and drive continuous improvement.

Moreover, The Boss Shop experienced improved data accuracy, faster decision-making, and better insights into purchasing decisions. They have also reduced their paper usage and enhanced their green credentials.

Travis comments, "Jim2 has delivered exceptional value by enhancing our operational efficiency, reducing costs, and improving our overall business performance. The system's capabilities have truly transformed how we operate, making it an invaluable asset to The Boss Shop."

The Boss Shop further extended its investment in Jim2 functionality with Jim2Commerce. Jim2Commerce has significantly streamlined its business processes by integrating seamlessly with other e-commerce platforms like eBay and Google Merchant Centre. This has centralised inventory management (of 19,500 SKUs), automated order processing, updated vendor prices with vendor feeds, has ensured real-time updates across all sales channels. The result is a more efficient operation with reduced manual tasks and fewer errors.

Jim2 facilitates The Boss Shop to receive real-time vendor stock feeds, which has been a game-changer for inventory management. This feature enables them to maintain accurate stock levels, reduce overstocking or stockouts, and ensure that their customers always have access to the products they need.

"Jim2 has enhanced our competitive edge. We are better positioned to compete in the market with faster response times, accurate inventory and a more streamlined operation, which has strengthened our market presence," Travis adds.

Jim2 ROI at The Boss Shop

Jim2's automation features have significantly reduced the time spent on manual tasks, such as pricing updates and processing supplier invoices. On average, each of our remaining 8 staff members now saves approximately 5 hours per week, or 260 hours annually per person. This equates to a total of 2,080 hours saved across the team, equivalent to the work of one additional full-time employee.

Travis ends with, "My only regret is that I didn't make the switch to Jim2 sooner. The positive impact on our business has been clear from day one, and it's truly been a game-changer for us".