SAP BUSINESS ONE IMPROVES INVENTORY MANAGEMENT FOR MACHINE TOOL DISTRIBUTOR

An OxygenExpress implementation of SAP Business One has paved the way for machine tool distributor Asset Plant & Machinery to gain better visibility of its business and improve its stock management.

Selling metalworking machines and other precision industrial engineering tools, from its Dandenong premises in Victoria, Asset Plant & Machinery needed to replace its existing financial and business software system with one that could provide a deeper level of financial analysis and improved inventory control.

“We needed a better view of our operations,” says Damien Matthews, Project Manager for Asset Plant & Machinery. “The business has more than doubled its turnover in the last five years and stock management was becoming an issue.”

“Thanks to SAP Business One we now have better information regarding our stock at our fingertips.”

Damien Matthews, Project Manager, Asset Plant & Machinery
Matthews said the company also wanted a system that integrated financials with customer relationship management functionality, so management could quickly and easily gain a better picture of sales related information.

“Previously we struggled with a CRM system that was not linked to our core financials, which meant management had to ask accounts to query the system for the data they needed, such as cost of sales and future sales opportunities. SAP Business One integrates these two functions and lets management see up to the minute information any time they want.”

SAP Business One has given Asset Plant & Machinery richer functionality and improved its ability to keep track of stock which is housed in three warehouses – one in Queensland and two in Melbourne.

“Thanks to SAP Business One we now have better information regarding our stock at our fingertips. We know exactly where it is, how much we have and if we are sourcing it from overseas, we can keep better track of arrival dates.”

It is also a flexible system, says Matthews. “We have enhanced our reporting by changing how some screens operate with user-defined fields.”

The service component of SAP Business One has helped improve the management of the maintenance performed on the machines the company sells. It allows service staff to record service details, such as parts and labour costs, against each machine and helps the company monitor the performance of each service technician.

Shortly Asset Plant & Machinery will be implementing an ecommerce facility, linked directly into SAP Business One, allowing customers to search, order and pay for machinery online.

**BUSINESS CHALLENGE**

- Legacy solution was inflexible and unable to cope with increased company turnover
- Lack of integration between financials and customer relationship management information was hindering timely decision-making
- Poor visibility of stock arrivals and departures was impacting on customer service satisfaction

**OXYGEN SOLUTION**

- Implement SAP Business One to provide the firm with powerful financial processing and a platform to accommodate company growth now and into the future
- Improved inventory management reporting with SAP Business One allows the company to keep better track of stock inflow and outflow
- An integrated financials and customer relationship management system provides more instant access to key customer data and more responsive customer service

**RETURN ON INVESTMENT**

- Improved reporting and stock management controls have improved lead times and shortened delivery cycles
- Improved reporting with weekly, monthly and yearly reports available for all sales related data
- An integrated system has reduced manual input of customer data and provides access to all key day-to-day information
- The database processing power of SAP Business One has paved the way for the imminent introduction of a fully integrated ecommerce website
- Improvements to maintenance scheduling, technician performance monitoring, and service history record-keeping provide better quality controls for the business

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