Case Study BMS Mitre 10
Increasing POS Efficiency

"Optemizer is an important tool in our business."
Michael Janetzki, Company Secretary, BMS Mitre 10

pacsoft
your success is our success

Background

BMS Mitre 10 was first established in 1934 in Toowoomba, Queensland by glass tradesman E.J Moss and was a privately-run family business.

It wasn't until 1963 that the business changed its name to Building Material Supplies (BMS), when E.J Moss decided to change his store's products to purely cater to the Building Trade, before it also stocked China and Fancy goods.

1984 was the year that BMS joined the Mitre 10 brand, enabling greater purchasing power to then become BMS Mitre 10. In 2005 BMS Mitre 10 implemented Pacsoft's Optemizer in to all its three stores.

Challenges

Michael Janetzki is the Company Secretary of BMS Mitre 10 and explained that the previous system they were running did not have an efficient Point of Sale (POS). POS Processing was very slow and there was slow batch processing.

He also mentioned that administrative tasks were time consuming and very costly. There are approximately 7,600 30 day accounts, and sending statements and invoices to these customers would entail a copious amount of time and money that

could have been utilised in other areas.

Pacsoft's Solution

Optemizer was installed at the advice of BMS' new owner Bob Woolacott who was experiencing the benefits of Optemizer in his Sydney stores.

Since installing Optemizer BMS Mitre 10 is now fully utilising:
• SciBuy
• PDF Mail
• Integrated EFTPOS
• Integrated General Ledger

Michael has experienced substantial improvements in customer turnover due to the efficiency at the Point of Sale. He noted that queues had shortened however customers have increased because customers are processed a lot faster, resulting in a better customer experience.

Administration costs have decreased dramatically due to the use of PDF Mail. Time and money is no longer spent on posting statements and invoices to over 7,000 account customers.

The administration department has also benefited from the introduction of Electronic Signature Pads.

Pacsoft	75 Users
Stores	3
Location	Toowoomba, QLD
Implemented	2005

Results Summary

• Increase in customer turnover

• Administrative costs have decreased

• Excess stock has been eradicated

• Using Integrated General Ledger

Case Study BMS Mitre 10
Increasing POS Efficiency

"PDF Mail has saved a lot of costs in labour and postage"
Michael Janetzski, Company Director, BMS Mitre 10

Now that these documents can be kept in the system, the 2 hours that was dedicated to filing is completely eliminated.

Now they are able to dedicate time to other areas of the business.

SciBuy is of huge benefit to BMS Mitre 10. They now use their sales history to calculate the amount of stock that needs to be ordered. Due to SciBuy they no longer order excess stock or too little stock.

Michael believes that Optemizer is an *"important tool in our business"* and mentioned the main benefit BMS Mitre 10 has gained from Optemizer, is the delivery of an efficient service to their customers.

About Pacsoft

Since 1984 Pacsoft has helped hundreds of businesses worldwide get control of their inventory issues. Pacsoft takes great pride in ensuring complete customer satisfaction by providing the highest level of professional service and a highly effective inventory management solution.

We make Our Customers Money by Improving their Efficiency and Profit

Pacsoft Australia Pty Ltd
12/14 Cato St
East Hawthorn, VIC, Australia 3123
Ph+613 8831 9000
Info@pacsoft.com

Pacsoft USA
201 Main Street #1
Westbrook, ME 04092
Ph +1 207 774 6523
info@pacsoft.com

www.pacsoft.com

We Make our Customer Money by Improving their Efficiency and Profit