

Case Study Bayswater Timber Mitre 10

Gaining Stock Control



Background

Bayswater Mitre 10 is a family owned and run business that was established in Bayswater, Victoria in 1956. Michael Vanderkolk is a Third Generation Vanderkolk who with his family currently operates Bayswater Mitre 10.

Bayswater Mitre 10 caters to a wide range of customers, from trade professionals to mum and dad renovators. In 2007 Bayswater Mitre 10 moved to a larger 5200m² store and expanded their product range to include over 30,000 product lines.

Challenges

Bayswater Mitre 10 staff found it difficult to operate the Sympac system that had been running for 8 years. When he spoke about the system, Michael stated, *"We had problems with reliability..."* The system was only used as a "Cash Register" because Michael found it difficult to trust the figures. Michael was frustrated with the fact the system and the provider:

- Could not provide accurate stock on hand figures
- Had inaccuracies that affected sales history and reporting
- Did not have a proper General Ledger
- When Michael contacted support about a particular problem, other areas

within the system went wrong. Therefore Michael stopped contacting the provider as it would create more problems rather than rectifying the original issue

Michael had lost faith in his system and knew that with his store expanding he needed a reliable and stable solution.

Pacsoft's Solution

In 2007 Bayswater Mitre 10 implemented Pacsoft's Optemizer. Once installed Michael used Optemizer as an Inventory Management system and not a "Cash Register" like his former system, which enabled him to experience the benefits of a powerful system. The benefits were:

- 60% increase in inventory turnover
- Michael and his staff now have accurate stock on hand data
- Due to accurate data, Sales History and Reporting is correct, and Michael and his team are now able to make informed decisions

Bayswater Mitre 10 now has access to a 24 hours 7 days a week Support Service staffed by an educated and professional team, who not only provides them with problem solving solutions

They have also provided them with

| | |
|--|----------------|
| Pacsoft | 17 Users |
| Location | Bayswater, VIC |
| Implemented | 2007 |
| www.bayswatertimber.com.au | |

Results Summary

- 60% Increase in Inventory Turnover
- Access to Integrated General Ledger
- Access to 24 hour 7 days a week support service

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"...Optemizer has helped in increasing profits."

Michael Vanderkolk, Manager, Bayswater Mitre 10



training on how to gain the most from their system.

Due to the benefits, Michael has experienced positive growth in his inventory turnover due to the utilization of Optemizer. There is evidence of increased profits creating better cash flow. They are now able to direct their cash flow into other areas of the business, *"...putting cash flow to better use."*

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

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