

SAP Customer Success Story Business Services



“SAP has allowed us to gain more efficient control of existing projects, further empowering the staff. Overall, our operations are much more organised now.”

Gavin Mortlock, Director, Quadric Interiors

AT A GLANCE

Summary

To improve its project management and integrate its workflow processes, Quadric Interiors Pty Ltd implemented SAP® Business One. Quadric Interiors now enjoys higher efficiency in their project management and greater access to information. This has enabled them to provide an increased level of customer service.

Website

www.quadric.com.au

Key Challenges

- Old system not capable of growing with the business
- Needed to integrate project management data with financials management
- Lack of accessibility to quality, timely information for the finance department

Project Objectives

- Automate the operational side of the business
- Integrate the company's finances with its project management
- Enhance accessibility to information for the finance department

Solutions and Services

SAP® Business One Data Transfer Workbench for SAP® Business One

Why an SAP Solution?

- Met Quadric's requirements
- Offered customisation flexibility and scalability
- Excellent support
- Commitment of Leverage Technologies, SAP's channel partner

Implementation Highlights

- Implementation was smooth and on schedule
- Easy adaptability to new interface
- Installation took three months and the project went live on 1 October 2005

Key Benefits

- Better access to financial and project-based information
- More accurate cash flow reporting
- Reduced project over-runs
- Improved management of overall business activity
- Increased customer satisfaction
- Higher level of competitiveness

Implementation Partner

Leverage Technologies Pty Limited

Database

MS SQL Server

Operating System

MS Windows

QUADRIC INTERIORS (AUST) PTY LTD

Superior project management for interior and facility support contractor with SAP® Business One

As a successful interiors and facility support contractor, superior project management capability is critical to the operations of Quadric Interiors (Aust) Pty Ltd. On behalf of its clients, Quadric handles a wide variety of responsibilities, ranging from the sourcing of rentable floor space, lease negotiations with potential landlords, management of design and documentation of tenders, and even the preparation of finances and cash flow forecasting.

In order to keep on top of all these tasks and ensure the utmost customer satisfaction, Quadric needed a business solution that would facilitate and take its project management capabilities to 'the next level'.

Quadric's previous information system had become outdated and was unable to support the company's growing needs and clients' requirements. It could not offer Quadric a centralised platform that could integrate the company's various business processes and workflows. The legacy system was also unable to provide staff with real-time financial and project-based information, resulting in a time-consuming process to retrieve the relevant information each time it was needed.

“With all the limitations of the old system, the project managers felt restricted in terms of their ability to efficiently manage their projects,” says Gavin Mortlock, Director, Quadric Interiors.



SEARCHING FOR THE BEST

With project management and finance as the key areas of their business, the chief criterion that Quadric looked for in its new system was the ability to effectively integrate these two aspects.

After much evaluation, Quadric selected SAP® Business One as their new business management application, together with Data Transfer Workbench for SAP® Business One (SBO) for migrating their business and system data from the legacy system.

“SAP® Business One covered the level of project-based functionality that was required by Quadric. It is also flexible enough to allow for customisation and capable of supporting any extra functionality we may need in the future,” says Mortlock.

Quadric was also impressed by the deep commitment of Leverage Technologies, SAP’s channel partner. Leverage had invested much time and effort in order to gain an intimate understanding of Quadric’s business.

Quadric’s decision to go with Workbench SBO worked out very well, Mortlock adds, as it helped to streamline and cut short Quadric’s data transfer process. “Typically staff would have to manually type in their information into the new system. However, with Workbench SBO, the company’s core business data from the accounting, sales and logistics departments, and master and transaction information such as partner records, orders and invoices were simply transferred as files, saving us much time and effort..”

With the help of Workbench and the guidance and support of Leverage Technologies, Quadric’s implementation took only three months.

IMPROVED ORGANISATION OF OPERATIONS

Now that the operational side of the business is fully integrated with finance department, Quadric has seen a marked improvement in its project management capabilities.

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Gavin Mortlock, Director, Quadric Interiors

“SAP has allowed us better access to both financial and project-based information, enabling us to gain more efficient control of existing projects. Staff are also empowered and able to provide integrated information back to finance for invoicing, purchasing commitments and

accruals. Overall, our operations are much more organised now,” says Mortlock.

Consequently, Quadric’s cash flow reporting is now more accurate as a result of the higher visibility of its financial information. Similarly, project over-runs have decreased, leading to a more streamlined and efficient workflow.

Given the current success of SAP® Business One, Quadric is now able to offer its clients an improved and superior level of customer service.

As the business expands, Mortlock says that the company will continue to monitor and evaluate the impact of their new system, confident that the SAP system will evolve together with it and facilitate future growth.

2006/09

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