

Customer success story
Duggans Pty Ltd

Industries

Construction &
Engineering



Manufacturing



Trade Services



Location
Australia

Greentree product suite
Financial Management
Supply Chain & Distribution
Customer Relationship Management
Service & Asset Management
Job Cost Management
Manufacturing
Workflow
eBusiness
Human Resources & Payroll

Partner

Star Business Solutions

ERP THAT BUILDS AN EVEN BETTER FUTURE

Concrete and quarry specialist Duggans says Greentree has what it takes to revolutionise its business policies and procedures.

CHALLENGE Duggans wanted to streamline complex transactional processes, eliminate manual tasks and get a live view of jobs ranging from a million-dollar construction project to a trailer of gravel for a home handyman.

SOLUTION Greentree integrates job costing, sales transactions and accounting for single-point data entry, and gives that vital live view of jobs in progress.

RESULTS Enabling Operational Intelligence across its organisation has dramatically reduced the duplication and manual handling of data, made weighbridge transactions quick and easy, with live visibility enabling better cost control and decision-making.



Brent Hardy, General Manager
Duggans Pty Ltd

“We had confidence right from the start that Star could do the job.”

“A new ERP system was just the starting point for us; it’s the catalyst for changes in procedures and policies that will make us more efficient and competitive. Greentree helps by giving us a live, integrated view of our job and sales performance.”

Brent Hardy is the General Manager of Duggans Pty Ltd, a Tasmanian-based supplier of precast and premixed concrete, earthworks and quarry resources for both the construction industry and the retail trade.

When Duggans embarked on updating its business systems, it had a serious list of requirements: simplify job costing and sales & asset management, implement user-friendly processes at the quarry weighbridge, and enable real-time visibility of jobs.

Greentree and its Partner, Star Business Solutions, answered the call.

“We had confidence right from the start that Star could do the job,” Brent says. “Our partnership has been really good, in terms of their understanding and working with us, and empowering us to take ownership of the system.”

Driven by costs

Duggans is a significant player in a very cost-driven business. It’s one of four companies supplying precast concrete across Australia’s island state, while its premixed and quarry operations serve the district around Hobart. Its ERP system upgrade was part of a long-term modernisation strategy.

“We do a wide range of jobs, from a million dollars’ worth of precast concrete to a trailer-load of gravel for a home handyman,” Brent explains. “All of those transactions require inventory and paperwork. We need to know what our job performance is like so we can adjust, because the margins are low. Visibility into how a job is progressing and decision-making on how we tender are really important.

“Job analysis is especially significant in precast. For the quarry, it’s all about efficiency in processing orders as well as recording plant usage. We have to know that we’re looking at information in the right light, to make business decisions with confidence.”



Duggans had been using a baseline accounting package, and everything else was done in spreadsheets. A standalone software package handled quarry weighbridge sales, but lack of integration meant lots of manual data entry, with the attendant risk of errors.

Processes had to change

Duggans commissioned its IT service company to carry out a systems review, which highlighted a significant problem: it was relying too much on key people, rather than having clearly established processes and procedures embedded within its systems. In other words, it lacked Operational Intelligence.

"We mapped out all our processes as part of the review, to help us in choosing the right system," says Brent. "It was vital for us to have full integration, so all our sales were going into one place in real time. In addition, if a job went for longer than a month, we had no idea of where it was at as a work-in-progress, to determine if we needed to take action, such as rectifying a quote."

All this inefficiency was costing money. Accessing information took too long because it was stored in too many places, which made cost accounting, in Brent's words, "a helluva job".

Greentree "Ahead of the pack"

When Duggans invited ERP vendors to submit proposals, it came down to a shortlist including SAP B1 and Greentree.

"At that stage, Greentree leapt ahead of the pack," Brent says. "It was a solid, fully integrated product and Star's presentation was easily the most organised and professional. They hit what we knew were the issues and offered solutions to them."

"Duggans' business had some complexities both from an operational and accounting perspective," says Trish Hall, Star's CEO. "Utilising Greentree's flexibility, we were able to cater for these requirements."

"Greentree is the catalyst for changes in procedures and policies that will make us more efficient and competitive."

The implementation was completed ahead of the deadline set by Duggans and went so smoothly that its customers didn't notice the change – until their trucks arrived at the quarry weighbridge.

Better still to come

"It was critical for go-live that sales transactions would not be complicated, and that proved to be true," says Brent. "Star's work enabled us to run concrete and quarry sales easily off the weighbridge and out of the batch plant, right through to producing packing slips and invoices."

"Our job costing is now done in real time, with concrete and labour transactions going straight into Greentree."

Staff at the weighbridge input the sales data themselves with a single entry. Bills of material from the precast concrete plant are also visible in real time, so cost recovery is underway immediately.

With efficient job costing and sales analysis in all its work centres and an above average level of Operational Intelligence now captured within its systems, Duggans is well on the road to revolutionising the way it works.

"We're now more effective and more open in terms of our view of the business and streamlining of work flows," Brent says. "Greentree means we're making better decisions, and we know there's still a lot more capability in the system that we've yet to use."

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Duggans Pty Ltd is a 100% Tasmanian family owned company that has been operating since 1927, supplying quarry products, premix and precast concrete.

www.duggans.com.au



Star Business Solutions is Greentree International's most experienced and well-resourced Business Partner and value added reseller and developer. Star Business Solutions has been in partnership with the company since it began and undertaken a number of development projects on behalf of Greentree that have become critical in developing Greentree's total business solution.

www.starbusinesssolutions.com.au



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