Greentree®
PRIMED FOR BUSINESS

HITRON FINE-TUNES ON GREENTREE CHANNEL

BUSINESS BENEFITS

- Serial Number Tracking enables matching of client details to specific pieces of equipment. This ensures customers can't make multiple claims or swap equipment that wasn't originally allocated to them. This effectively reduces business costs through more effective and efficient inventory management practices.

- Transaction Tree Analysis enables deeper analysis of business transactions, better decision making and improved business performance.

> "The time we used to spend using CBA was minimal compared to how much time we spend using Greentree. This is because Greentree has so much more to offer in terms of business improvement and as a result, the payback has been excellent."
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> **Tony Valdez,** Financial Controller, Hitron Pty Ltd

Upgrading from microwave to digital transmission prompted the need for more sophisticated equipment tracking, which Greentree handles with ease.

Business situation

Hitron Pty Ltd has been providing TV, Telecommunications, Internet Equipment & Data Services to households and other service providers since 1983. To satisfy increasing demand for higher quality digital services, the company upgraded from microwave to digital transmission.

Tony Valdez, Financial Controller explains that the upgrade required more complex job costing capability and in particular, more sophisticated equipment tracking and maintenance. The customer demand for new equipment was creating an increase in business activity and consequently, the need for a system which would scale to handle increasing volumes of account transactions. CBA simply couldn't cope with the demands of the new business environment.

Tony recalls they evaluated Attaché but it was found to be no match for Greentree's business management and job costing capability. It would also provide the scalability required to meet future growth needs, with the added bonus of an easy migration for users already familiar with the windows-based environment.

Serial number tracking reduces equipment replacement costs

Within CBA, "we could only record the Sky decoder number so we couldn't confirm if the viewing card was originally issued at the same time as the decoder or, determine how many cards had been issued since."

Tony explains why this was a problem. "Customers often swapped or on-sold decoders then came back to us for an exchange, claiming the equipment was faulty or damaged. We couldn't track this so we would have to replace the equipment." Not being able to efficiently track and trace both Sky decoders and viewing cards added to the overall business costs. Greentree resolves this issue through its highly accurate Serial Number Tracking within the Inventory Management module.

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When a decoder and viewing card are returned because they're faulty or need upgrading, Hitron can confirm ownership by cross-referencing the serial numbers on the equipment against the customer's account. This identifies when, how often and why equipment is replaced and if customers are swapping equipment with friends and family. Serial Number Tracking effectively creates a highly visible audit trail of transactions, which mark the movement of every piece of equipment.

Through much smarter tracking of equipment, Hitron has achieved greater control, allowing it to reduce its maintenance and replacement costs. Overall, inventory management efficiency has improved now that stock is maintained in better condition and at optimal levels.

Transaction tree analysis for better business performance

Tony states that the stand-out value for him as Financial Controller is the ability to drill-down through several layers of information and analyse data, using Transaction Tree Analysis. This enables him to measure and understand much more about what's actually going on in the business on a daily basis than was ever possible using CBA. In fact, he says he spends much more time using Greentree than he ever spent using CBA but "the extra time has been more than compensated for through better decision making and improved organisational performance."