



# Happen Business Case Study

## Frost Security Locksmiths Pty Ltd



**CHANGE CATALYST:** GROW BUSINESS AND AUTOMATE PROCESSES  
**INDUSTRY:** RESIDENTIAL & COMMERCIAL LOCKSMITH SERVICES  
**SOLUTION:** JIM2 BUSINESS ENGINE + JIM2 MOBILE  
**JIM2® EDITION:** MANAGED SERVICES , RETAIL, EBUSINESS CONNECT

"We now have thousands of stock codes in Jim2 that can easily be updated when there are price increases. Our invoicing is far more accurate."

**NICOLA FROST**  
ACCOUNTS MANAGER  
FROST SECURITY LOCKSMITHS

In the first year of running Jim2 Business Engine, Frost Security Locksmiths reported huge improvements to their day-to-day business operations. The level of visibility and automation Jim2 gave them over their previous software and very manual, paper -based processes were outstanding.

Jim2 highlights exactly how they are performing with sales reports presenting reliable revenue information, costs and profitability that are easily and quickly attainable.

Their service operations also gained far greater insight into each job, including historical data and work in progress, which can now be called up at any time.

Compared to their old software, they found it so easy to email invoices, statements and purchase orders to their customers and suppliers. The other huge win is the fact that Jim2 point of sale functionality is part of the package so everything from quoting, sales, retail, purchasing, stock, service and accounts is in the same system.

### One Simple System

Frost now has the whole business in one software, with no bits of paper. The fact that all retail, projects, sales and service information, including current and historical data, can be pulled up any time is a big game changer for their business.

Tracking notes, emails, stock, and the fact you can convert a quote to a job, to purchase (back-to-back ordering) and invoice the customer, has given them total visibility into the business and huge efficiencies across their teams.

It has also ensured accurate pricing of jobs and stock, using and selling the correct stock that ensures stock levels are correct ,and sold with the correct margins (without upsetting customers or spending time returning stock).

Jim2 has helped them to improve their customer service, and produce fast and professional looking invoices on the spot or emailed directly to the customer accounts department for quicker payment.

Now that the stock codes and counts are properly organised, they can easily update Jim2 with pricing changes and invoice on time, every time, knowing that invoices are accurate. These measures in place, mean they know instantly how their business is tracking, and they love the live reporting.

As their skills using Jim2 are improving, they are benefiting from having multiple stock locations set up, committing stock for upcoming jobs, using back-to-back ordering, and stock levels being maintained by their



Designed, Developed & Supported in Australia,  
Jim2® Business Engine is a complete business solution to manage every aspect of your workflow cycle and solves the growing pains of small to midsize enterprises.

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"Out of all the packages we looked at, we chose Jim2 because of its ability to meet all our company needs, and the confidence of Happen Business to implement and support the system into the future."

**NICOLA FROST**  
ACCOUNTS MANAGER  
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sales history offers not only insights into their stock but has ensured they are not under or overstocking their shelves.

The sales team also have far greater visibility into customers' buying behaviours. They can see previous sales history, and they can build a quote and check current stock levels on the spot. They also now have a simple system to follow up on their quotes to increase conversion, and they just click one button to convert the quote into a sale or service job (saving time and ensuring no mistakes).

Jim2 offers the business complete visibility into everyone's performance, processes, and makes it simple for all staff to do their jobs.

Their workplace has become more environmentally friendly too, replacing printed work orders with job sheets on glass. Since switching to the Jim2 Mobile app on their phone, "We've found that mobile access is a much more professional look with our customers," says Nicola Frost.

"Our staff can update the system on the spot, use Jim2's timers to log their time onsite and write their job-related comments. It makes it much less stressful to follow up and invoice."

## Why Change?

"We wanted to be at the leading edge of business systems, and our previous system was no longer supported, which posed a risk," says Nicola. They wanted to get their systems and processes in shape to really grow the business.

Previously, Frost were using Arrow accounting software, and relied heavily on paper including manual job sheets to keep track of their jobs in progress. They frequently saw inaccuracies in their inventory control, particularly in technicians' van stock and on bigger projects, causing all sorts of daily operational and customer frustrations.

Management would often uncover pricing mistakes, they found illegible handwritten job sheets and messy invoices that had been supplied to customers. They had difficulty tracking sales figures and not being able to see correspondence to customers and suppliers.

Information just wasn't available in a timely manner, if at all.

When another Newcastle business happily showed them Jim2, the team were so impressed. "Our first impression was that Jim2 is really a superior software system, more than capable of providing our business with what we required. We had also looked at other software and Jim2 looked to have everything we were looking for and more...so much more," says Nicola Frost.

The fact that Happen Business is here in Australia and develop, implement and support Jim2 was also key in Frosts decision and gave them peace of mind - "the responsiveness from Happen's staff is excellent".

## About Frost Security Locksmiths

Frost Security Locksmiths is at the leading edge of technology in the supply & installation of Architectural Hardware, Master Key and Access Control Systems in the home, commercial building and industrial warehouse arenas.

With the largest fleet of Mobile Locksmith Workshops in Newcastle and over 130 years' experience, five generations of the Frost Family have guided this Newcastle firm to the multi-million-dollar organisation that it is today.

### Key Benefits

- Live sales reporting
- Improved stock control accuracy
- Fast and professional invoicing
- Greater visibility into sales and service jobs
- Improved customer service
- Efficient communication with infield staff

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