



# Happen Business Case Study

## Rural Irrigation Supplies Pty Ltd



<b>CHANGE CATALYST:</b>	TO FIND AN ALL-IN-ONE SOLUTION FOR THEIR BUSINESS PROCESSES
<b>INDUSTRY:</b>	IRRIGATION SUPPLIES AND IRRIGATION SERVICES
<b>SOLUTION:</b>	JIM2 BUSINESS ENGINE
<b>JIM2® EDITION:</b>	PREMIUM EDITION, RETAIL, EBUSINESS CONNECT

**Rural Irrigation Supplies (RIS) provides water and fluid management, water supply, pumping, irrigation and filtration services as well as providing on-site irrigation services to the northern rivers region of New South Wales.**

Since 1980, this family-owned business has gone from strength to strength by providing excellent customer service to the Casino community and surrounding areas. Originally started from a home office, doing installation jobs on the weekends, the core business is now focused on industrial projects.

A combination of issues led owner, Mark Bratti, to seek an all-in-one alternative to the many solutions RIS was using, like Xero, Lightspeed POS and ServiceM8 to schedule RIS jobs. Mark did his research for a year, before deciding that Jim2 ticked most of their boxes.

Made by Happen Business, Jim2 is an Enterprise Resource Solution (ERP software) that combines stock management, accounting, manufacturing, kitting and job management into one source of truth for RIS.

### Not All Software Solutions Go With The Flow As Easily As Jim2

Rural Irrigation Supplies run a busy retail workshop, and offer off-site service implementations. Adding new projects and maintenance jobs meant that the incoming solution needed to be robust but flexible to configure, secure, easy to learn, and provide accurate reporting on stock management and job profit margins.

As their irrigation supply management footprint has grown, their business needs have also expanded to include managing 3000 SKU's, product warranties, and keeping track of pump and equipment serial numbers and their allocations to jobs held against their customer accounts.

Mark has said regarding the immediate benefit of using Jim2, "At this stage, has been having everything in one location and being able to track stock through the whole process from order to invoice".

"I have seen significant improvement in our procurement and business management processes since using Jim2."

**MARK BRATTI**  
OWNER  
RURAL IRRIGATION SUPPLIES



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.



When asked what benefits he sees in the future, Mark replied, “Moving forward, it will be transparency – everyone involved will have an understanding of our process”.

Being a member of Irrigation Australia ensures that Mark and his team of technicians are ahead of advances in the latest technology, and are accredited with specialist training. Being part of the Irrigear member group ensures access to premier brands and irrigation supplies, which provides a varied and trusted range to RIS customers.

Using Jim2, the RIS team can keep track of all electronic communications with customers, suppliers and technicians. Staff no longer need to rely on tacit knowledge, and can easily look up customer history of sales, jobs or warranties. Time is also saved by not having to duplicate or recapture information, as it is accessible in the one system.

Mark says that he has noticed a significant improvement in their procurement and business management processes since using Jim2.

Co-owner, Jackie Bratti, expands on how the software has streamlined their business: “Implementing Jim2 has improved the business process for servicing their customers significantly. The amount of time spent to prepare a quote, create a sales order, supply the goods, and finalise the order when generating an invoice takes far less time than before Jim2 was used by RIS.”

Jackie adds, “In previous systems, the front desk staff were unable to tell customers how much they owed in outstanding invoices or recent payments, but with Jim2, staff can now access the customer’s full sales history and easily view any outstanding invoices and recent payments”.



### Overall Visibility Across All Business Operations In One Solution

Jackie also added that, because they use the Jim2Cloud version, she has peace of mind knowing that there are regular backups, and they are not reliant on aging hardware infrastructure that would need regular attention and additional system administration. RIS data is securely kept in the cloud, and cannot be put at risk by floods, fires or power surges. Jackie loves that she can work from home and can connect with Jim2. All she needs is her laptop and an internet connection to get her job done effectively.

As Jackie is task-focused, she does not like to have outstanding invoices due, and likes to review the Debtors List daily. Throughout the day she likes to check the job list by status to keep managing her staff workload in real time. With Jim2, nothing falls through the cracks, as all the information is in one system.

Jackie tells her staff that Jim2 is like an additional staff member and should work as hard as everyone else. Staff are encouraged to add to Jim2 every time there is any interaction with a customer or supplier so there is a record. This leads to better communication with everyone who engages with RIS.



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**JACKIE BRATTI**  
OWNER  
RURAL IRRIGATION SUPPLIES

Before the Jim2 implementation, extra preparation was taken to extract previous sales history from customer accounts. A comprehensive stocktake was taken to ensure that RIS was able to account for every stock item. From switching from one accounting system to another, the opening balances in the General Ledger were verified to be the same. Also, time was taken to review product naming conventions to make it easier moving forward to better identify products and groups in Jim2.

When the Jim2 implementation team arrived, they found it a steep learning curve. Mark says staff found the process, "Overwhelming to start with, but they are great with it now. We are learning all the time, and as a result it gets easier."

He says of the implementation team: "The guys were great; I am sure we tested their patience from time to time". He goes on to add that, since going live with Jim2, he has found the online Jim2 Help very useful, as well as being able to access the training system as required has helped them to onboard new staff members or set up a new workflow and test it.

When asked if Jim2 has met his expectations, Mark says, "It has. By no means are we perfect but we are improving and learning more all the time."

### About Rural Irrigation Supplies

Since 1980 Rural Irrigation Supplies (RIS) has extended its services from water supply and treatment, irrigation, stock water, and large-scale agricultural, commercial and industrial projects through to domestic pumping, garden watering systems and household filtration. RIS provides on-site irrigation services as far north as Tweed, east to the coast, south to Grafton and west to Tenterfield.



### Key Benefits

- Improved customer service
- Faster and professional invoicing
- Greater visibility into sales and service jobs
- No duplication of data or double handling of paperwork
- Efficient communication between staff and management

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