



# Happen Business Case Study

## Irrigear Lowood



**CHANGE CATALYST:** MODERNISE THEIR BUSINESS PROCESSES

**INDUSTRY:** IRRIGATION AND RETAIL

**SOLUTION:** JIM2 CLOUD

**JIM2® EDITION:** PREMIUM EDITION

### Overview

Irrigear Lowood, a member of the national Irrigear group, recently completed a successful implementation of Jim2 Business Engine. After many years of consideration and preparation, the business made the leap to modernise its operations with the support of Happen Business in May 2025. The outcome was a smooth transition, a confident team, and a renewed sense of operational clarity.

### Implementation Journey

The implementation process began with a series of online consultations where the Happen Business team demonstrated professionalism, patience and deep product knowledge. The initial engagement had occurred nearly a decade earlier, but the continuity and personal touch from the Happen Business team left a lasting impression.

The on-site implementation was led by a Jim2 Business Analyst, who spent two weeks embedded with the Irrigear Lowood team. Despite the natural apprehension of having an external consultant observe internal operations, the Jim2 Business Analyst quickly became a trusted part of the team. Staff described the experience as if they had 'lost their favourite co-worker' when the Jim2 Business Analyst left.

### Key Success Factors

**Getting The Business Processes Right:** Understanding how the business had been run, then the Jim2 Business Analyst was able to prioritise which parts of the business needed the most of their attention and time, and deal with issues before they became problems.

**Personalised Training:** The onsite Business Analyst took the time to understand individual personalities and learning styles, adapting the training approach to suit each team member. This ensured high engagement and effective knowledge transfer.

**Supportive Environment:** The Jim2 Business Analyst created a safe and supportive learning environment, helping staff feel comfortable asking questions and making mistakes. This was critical in overcoming resistance to change.

**Post-Implementation Support:** Even after the formal implementation period ended, the Jim2 Business Analyst continued to check in, offering additional support and reassurance during the early stages of using Jim2 in a live environment.

"At the end of the day, Jim2 is just software (great software!)... but at a time where we were afraid of staff adaptability/acceptance, concerned whether we started the new file correctly, and anything else that we thought was worth worrying about, it was the implementation that made it an exceptional experience, not just 'a change of software'."

**CARLY BICHEL**  
BUSINESS OPERATIONS MANAGER  
IRRIGEAR LOWOOD



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.

## Results

**Rapid Adoption:** Staff were able to hit the ground running thanks to the thorough and empathetic training approach.

**Increased Confidence:** The team felt empowered to use Jim2 effectively with the tools and knowledge to troubleshoot and explore the system independently.

**Positive Culture Shift:** What began as a daunting change to the business became a positive and even enjoyable experience, with staff expressing genuine appreciation for the process.

“We know other business owners within the Irrigear group who have raved about Jim2 and their implementation in 2024, and I completely understand how they continue to advocate the software and the great implementation process they had. That is one of most valued benefits that members say about being within Irrigear is that it feels like a family. We have a great support network for business matters, but we are also great friends with many people within the group as well”, said Carly Bichel, Business Operations Manager – Irrigear Lowood

## Community Impact

The shared experience of a smooth and supportive implementation has strengthened the sense of community within the Irrigear network and reinforced the value of choosing Jim2.

## Conclusion

For Irrigear Lowood, Jim2 was more than just a software upgrade—it was a transformation in how the business operates and collaborates.

The dedication and expertise of the Happen Business team, particularly the Jim2 Business Analyst, turned a potentially stressful transition into a story of success and empowerment.

As one team member put it: “Jim2 is just software (great software!), but it was the implementation experience that made it exceptional”.



### Key Benefits

- Rapid implementation
- Increased confidence
- Positive culture shift