


# Success Story Book

**KEY** Business Solutions

**SAP**  
Platinum  
Partner

**SAP** Business  
**One**



Our company is the story of a key. A key that opens doors, unlocks new technology and opens new possibilities for access to information.

Our company commenced operations in 1987, founded by Kelvin Olive, CA as a business solutions provider to small and medium enterprises (SME's) in NSW. Its focus was those companies operating in wholesale distribution and service industries. In 1996 Kelvin merged the company with Key Tactics, another successful solution partner founded by Deryc Turner FCPA.

A key turned, a door opened and a new organisation was born – Attkey Computer Solutions. The new entity continued to grow and embrace new technologies, servicing the needs of over 400 SME's in and across Australia and New Zealand by the close of 2002. In 2003

SAP Australia invited Attkey to support its new small enterprise solution, SAP Business One. Having won the fastest and most professional implementation for Asia in its first year, our tried and tested support methodology created instant success.

In 2007, with over 100 SAP Business One sites, the decision was made to create a new organisation dedicated to the sole support of SAP Business One – Key Business Solutions. In 2017 Key Business Solutions was invited to be one of 3 SAP Partners globally to take the new SAP Business One Cloud product to market. In 2019 SAP awarded Key Business Solutions SAP Business One Subscription Partner of the Year for 2018 in Asia. Now approaching 200 sites, as 2020 and beyond unfolds, our aim is to provide business with all the benefits of running an ERP with personal service at a truly affordable price.





**EDUCOM IT PTY LTD**  
[www.educomit.com.au](http://www.educomit.com.au)

**INDUSTRY**  
Professional Services, Wholesale Distribution

**PRODUCTS AND SERVICES**  
Official Apple Reseller and specialists in IT services and procurement to the education sector for 20 years.

**EMPLOYEES**  
~21  
[video](#)

*“SAP Business One allows us to focus on our customers. It’s the ease of use and having everything in the one package that’s the biggest benefit. Everything made sense and everything flowed.”*

**Ken Hogg, Managing Director, Educom IT.**

## Equipping educators with the smart tools they need faster and more efficiently with SAP Business One

### OBJECTIVES

- While the existing software was adequate to process retail sales, there was no integration with the warehouse, inventory or backend systems.
- This disconnect led to errors and inefficient manual processes.
- Lack of real-time financial and stock data slowed customer response times and business visibility.

### WHY SAP AND KEY BUSINESS SOLUTIONS

- “KBS has been our partner since 2004 and they are extremely swift. We were up and running within two weeks... a very very smooth transition.” Ken Hogg, MD, Educom IT.
- SAP Business One integrated retail, inventory, logistics, sales and financials into one affordable package that can scale with the business and the evolving education sector.
- Since 1997, KBS has proven experience in helping small businesses transform their operations using enterprise-grade SAP enterprise resource planning solutions.

### BENEFITS

- “SAP Business One allows us to run separate warehouses with transactions and transfers between the two. At any time I know exactly where my stock is.” Ken Hogg, MD, Educom IT.
- With one end-to-end platform, the team can process sales in seconds, respond to customer queries immediately and smoothly manage stock levels between warehouses.
- Real-time analytics and reporting dashboards on sales, stock and cashflow enable fast decisions.
- Secure access to core systems is now available remotely on mobile devices.



**HARKOLA PTY LTD**

[www.harkola.com](http://www.harkola.com)

**INDUSTRY**

Wholesale Distribution

**PRODUCTS AND SERVICES**

Distributes nuts, beans, dried fruit, spices and food products from Lebanon to Australian restaurants and markets. Family owned since the early 1970s.

**EMPLOYEES**

~35

## Food distributor achieves efficiency, discipline and 75% faster pricing with SAP Business One

### OBJECTIVES

- Harkola has grown quickly, putting a strain on the company's aging systems for managing stock rotation, importing, costing and financials.
- Multiple applications and spreadsheets prevented the importer and food distributor from implementing first-in-first-out (FiFo) inventory management, accurately pricing products, and understanding its financial status and obligations on an as-needed basis.

### WHY SAP AND KEY BUSINESS SOLUTIONS

- "SAP Business One had exactly what we were looking for, including capabilities perfectly geared to importing. Without the need for a lot of customisation, we could implement FiFo, manage our landed costs and understand our financial position." David Isaac, MD.
- With well over 30 years of experience, SAP Gold Partner KBS was engaged to work closely with Harkola to define and implement the solution designed to manage purchasing, creditors, accounts payable/receivable, inventory, accounting, general ledger and bank reconciliations.

### BENEFITS

- SAP Business One has streamlined warehouse operations with FiFo picking and shipping, reducing the time it takes to generate accurate prices by 75%.
- "We can manage the entire import and costing process, from placing and sending an order to the supplier to determining the landed costs and setting the selling price." David Isaac, MD.
- Real-time financial data provides an accurate snapshot of financial position at any point in time.
- Eliminated manual legacy systems and spreadsheets, quickly delivering a return on investment.





**MI TECHNOLOGIES PTY LTD**  
[www.mitechnologies.com.au](http://www.mitechnologies.com.au)

**INDUSTRY**  
Wholesale, Distribution

**PRODUCTS AND SERVICES**  
IT provider including smart appliances, security, alarms, GPS, networking, CCTV, websites, digital communications and more.

**EMPLOYEES**  
12  
[video](#)

*"SAP Business One is unbelievably powerful. I know confidently now that it is a life-time system that can handle everything we've got. It's not something we'll grow out of."*

**Stephan Epenian, Managing Director, Mi Technologies Pty Ltd.**

## From home-based business to a growing wholesaler with the help of a digital platform running on SAP Business One

### OBJECTIVES

- An expansion from a two-person home-based business into an office and wholesaling operation with staff, meant their basic software systems were unable to keep up.
- Rapid growth of up to \$30K+ sales per week left their systems unable to manage accounts receivable/payable, profit and loss, and cashflow management.
- They needed a long-term solution that could cater for their needs today and adapt with growth.

### WHY SAP AND KEY BUSINESS SOLUTIONS

- SAP Business One offered complete financials along with inventory, supplier/vendor, marketing and distribution management, in a platform that was fast to implement, easy to use and within budget.
- "I spoke to KBS and they were right on the ball. Implementation was a lot smoother than I anticipated. I don't regret a single cent spent on SAP Business One." Stephan Epenian, MD.

### BENEFITS

- The team can now map cashflow directly into inventory, sales and supplier management and generate real-time reports to optimise performance.
- "I can easily click one button and I know my entire activity. Who sold what, when it was sold, how it was sold, what was spent... and that is peace of mind." Stephan Epenian, MD.
- The elimination of many manual processes has reduced errors and sped up order processing.
- "Some are concerned that SAP Business One is expensive, but it's not. It's very very affordable. It's almost buying a guidebook on how to set up best business practice." Deryc Turner, KBS.





**PROVINCIAL DISTRIBUTORS  
PTY LTD**

[www.provincialfoods.biz](http://www.provincialfoods.biz)

**INDUSTRY**

Wholesale Distribution

**PRODUCTS AND SERVICES**

A wholesale distributor and supplier of chilled, frozen and dry food products to the hospitality industry in regional Queensland since 1983.

**EMPLOYEES**

~45+

*"We can log in from anywhere to run the business. On weekends, or even on overseas trips, we can view reports, process orders or serve customers as if we are in the office. Our customers, and our sales reps, can also access their own accounts, orders and inventory in real time with personalised dashboards."*

Jackie Ellis, Director, Provincial Distributors.

## QLD food distributor gets a taste for real-time financials, inventory and pricing with SAP Business One

**OBJECTIVES**

- Managing 3,800+ food products, 1000s of hospitality customers, a fleet of delivery vehicles and multiple suppliers, a modern digital platform was needed to streamline sales, finance and inventory.
- As an Australian family business operating since 1983, aging legacy systems required disruptive manual month end rollovers, regularly went down and lacked the latest features.
- With steady growth in revenue and products existing software was not keeping up with innovations.

**WHY SAP AND KEY BUSINESS SOLUTIONS**

- "Having looked at a few options, SAP Business One offered all the inbuilt financial tools we needed, plus extras like sales, purchasing, inventory, and customised online ordering and customer profile modules." Jackie Ellis, Director.
- "KBS is fantastic to work with. We have worked together closely from the very start and get on really well. The implementation was fast and painless, with a smooth data migration. The whole KBS team is very responsive and always helpful." Jackie Ellis, Director.

**BENEFITS**

- Fast, accurate and automated accounts receivable/payable, general ledger, transactions, sales, orders and inventory data mean nothing is missed and all data is in real-time.
- Dashboards allow customers to login and see their orders, live inventory and personalised pricing.
- External accountants can also run the financials and run management reporting remotely.
- "I love the flexible reporting. I can run reports, create forms and edit documents so it's exactly as I want it. We can also drill right down to specific product and supplier details" Jackie Ellis, Director.





## STEEL ROOFING SUPPLY CENTRE

[www.steelroofing.com.au](http://www.steelroofing.com.au)

### INDUSTRY

Wholesale Distribution, Building Products

### PRODUCTS AND SERVICES

Supplier and fabricator of metal roofing and wall systems for architectural, industrial, commercial and residential applications.

### EMPLOYEES

12

*“Having SAP Business One has allowed us to increase accuracy and better service our customers. We now have one solution where all our information is stored and everyone can access it easily.”*

**Anthony Mastro, Director, Steel Roofing Supply Centre.**

## Automated order tracking and custom pricing raises the game for roofing supplier with SAP Business One

### OBJECTIVES

- With dozens of product ranges and endless custom sizes, colours and variations, existing technology did not allow fast, accurate and automated pricing, ordering and delivery management.
- Manual processes slowed customer quotes and led to missed sales opportunities.
- Lack of a real-time view of inventory and financials.

### WHY SAP AND KEY BUSINESS SOLUTIONS

- SAP Business One offered complete financials along with ordering, pricing and vendor management, in a platform that was fast to implement, easy to use and within budget.
- Established in 1987, SAP Gold Partner KBS was selected due to their specialisation in SAP Business One with a proven track record of enterprise resource planning (ERP) implementations.

### BENEFITS

- “The ability to track where a customer’s order is up to in its delivery cycle is key. We can immediately record an order in the system and have it priced correctly. This increased accuracy and customer service levels enormously.” Anthony Mastro, Director.
- Automatic calculation of pricing based on quantity in square metres using formatted search helps get accurate and profitable quotes to customers fast.
- Ability to link a customer’s sales order directly to a vendor purchase order for drop ship orders accelerates deliveries and reduces errors.



**KITRON GROUP PTY**  
[www.kitron.com.au](http://www.kitron.com.au)

**INDUSTRY**  
Engineering, construction, and operations

**PRODUCTS AND SERVICES**  
Management of large and complex urban construction projects

**EMPLOYEES**  
100

*“The Gantt chart visualization is great. Visual understanding of project progress and detailed status of subprojects means I can steer projects with confidence because I can see all contingencies of any decision. That’s project power.”*

**Eton Huang, Director, Kitron Group Pty.**

## Gaining Project Power Through Visualization with SAP Business One

### OBJECTIVES

- Introduce project visualization functionality that is familiar to company employees and easy to use.
- Empower project staff with accurate, ongoing views of project status and progress.

### WHY SAP AND KEY BUSINESS SOLUTIONS

- Global organization with strong reputation for expertise in enterprise resource planning software.
- World class support for audit trail functionality to inform and reassure external stakeholders
- Implementation partner Key Business Solutions with its deep understanding of the SAP Business One application and how to implement it to give growing businesses the support they require.
- The SAP Early Adopter Care program to facilitate adoption of the latest innovations from SAP.

### BENEFITS

- Less time required to manage projects in part because next steps and milestones are highly visible.
- Visualization of project status and progress based on Gantt chart functionality.
- Flexible project management with greater range of cost effective options during project execution.
- Single, businesswide view of company activity at any given time.





**AYRTEC FITTINGS**  
[www.ayrtecfittings.com](http://www.ayrtecfittings.com)

**INDUSTRY**  
Manufacturing

**PRODUCTS AND SERVICES**  
Hydraulic and industrial fittings

**EMPLOYEES**  
4

*"We are growing up to 40% year on year, so we are getting a lot more done with the same number of people."*

**Don McLeod, Managing Director, Ayrtec Fittings.**

## Ayrtec Fittings pumps up growth with SAP Business One

### OBJECTIVES

- Ayrtec Fittings is an Australian-owned company that works closely with Chinese manufacturers to create high-quality hydraulic fittings and deliver them efficiently to the market.
- The company was using a combination of spreadsheets and an ERP system, but limited access to live data was proving frustrating.

### WHY SAP AND KEY BUSINESS SOLUTIONS

- In 2017 Ayrtec Fittings began searching for a replacement software platform to manage its operations.
- SAP Business One was chosen due to the scope of what it could offer.
- Ayrtec undertook the implementation of SAP Business One using its own resources, with support from Key Business Solutions.

### BENEFITS

- Confidence in the business's financial performance has increased, with the time to generate reports reduced from months to days.
- Access to business information has greatly improved, with questions now resolved quickly and easily.
- Improved data manipulation has reduced repetitive data entry, and consequently reduced errors.
- Potential for growth has been unlocked.
- Ayrtec is now investigating automating its warehouse functions using bar codes.





**SULLIVANS MINING AND  
HARDWARE**  
[www.constructionsupply.com](http://www.constructionsupply.com)

**INDUSTRY**  
Industrial services

**PRODUCTS AND SERVICES**  
Industrial and mining products

**EMPLOYEES**  
20

*"We can spend more time on our business than on the computers. Before I was working in the business, whereas now I am working on it."*

**Duane Sullivan, Manager, Sullivans Mining & Hardware Pty Ltd.**

## Sullivans mines for riches with SAP Business One

### OBJECTIVES

- Sullivans was founded in 1991 to provide mining and industrial equipment across NSW, and grew quickly to become a one-stop shop for its clients.
- However, constant problems with its computer systems were absorbing time and resources.
- Reports on company performance lacked detail and were hampering decision making.

### WHY SAP AND KEY BUSINESS SOLUTIONS

- Sullivans was founded in 1991 to provide mining and industrial equipment across NSW, and grew quickly to become a one-stop shop for its clients.
- However, constant problems with its computer systems were absorbing time and resources.
- Reports on company performance lacked detail and were hampering decision making.

### BENEFITS

- Complete company reports are now produced on a weekly basis, including details on all branch and product performance, and managers can access company information from anywhere.
- Reliance on paper has been reduced thanks to email-based purchasing.
- Systems availability issues have disappeared.
- Sullivans is using more Business One features as it becomes more familiar with the software, and has scope to directly integrate the SAP platform with those at suppliers and customers.

**CSS**

*the name behind the names.*

# KEY Business Solutions

## KEY BUSINESS SOLUTIONS PTY LTD

Unit 26 | Newington Technology Park

8 Avenue of the Americas | Newington | NSW | 2127

T +61 2 9648 3383 | F +61 2 9648 3353 | E [info@keybusinesssolutions.com.au](mailto:info@keybusinesssolutions.com.au)

[www.keybusinesssolutions.com.au](http://www.keybusinesssolutions.com.au)

