



Happen Business Case Study

Digital Document Solutions



BUSINESS CLIMATE:	GROWING AND EXPANDING
CHANGE CATALYST:	OUTGROWN EXISTING SYSTEMS AND PROCESSES
SOLUTION:	JIM2 BUSINESS ENGINE + JIM2 MOBILE
JIM2® EDITION:	MANAGED PRINT SERVICES + TAILORED OPTIONS

Founded in 1998, Digital Document Solutions are well established in Central Victoria, providing businesses, organisations and schools with personalised photocopier solutions, impressive service maintenance, and managed print services, including service out-calls and consumables.

With a head office in Melbourne, and branches in Bendigo, Ballarat and Geelong, these authorised Sharp and OKI dealers have an extensive reach, helping businesses across Victoria to eliminate productivity loss, and keep running smoothly.

After experiencing frustrations running multiple systems, finding they couldn't efficiently handle multiple aspects of their managed print contracts, nor cope with their ever-growing client base, DDS started the search for their 'ideal' solution.

Bob Cotter's goal was to remedy difficulties in all areas of their service process (call allocation, closure, and client billing of service calls) and contract management (setting up contracts, inputting meter reads, client billing). After researching the latest packages and talking to industry contacts, DDS arranged to see Jim2 in action.

Bob found the features and ease of use to be far superior to what they had seen to date.

"The first time I saw the software I was blown away by the features it had on offer. Most of them were things we had dreamed of with our old system, but thought they were unachievable," said Bob.

Being able to "easily set up machines, streamline the meter reading collection processes, and run numerous different reports based on limitless variables" immediately appealed to Bob. With powerful functionality and ongoing support to boot, DDS were more than impressed, and made the leap to Jim2.

Excellent Ongoing Support

DDS found their implementation to be professional and informative with Happen's Business Analyst, and "after the onsite training was completed, we had access to numerous phone calls and remote support as the need arose", keeping the team at DDS on a steady path to success with Jim2.

"Mobile access has made a significant improvement to our service control and allocation of service calls. With 18 technicians across four branches, we no longer need to email or phone technicians with their next service call."

BOB COTTER
GROUP GENERAL MANAGER
DIGITAL DOCUMENT SOLUTIONS



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 medium Australian Businesses.

CONTINUED OVERLEAF →

"The features and efficiencies provided by Jim2 are seemingly endless, our imagination is the only boundary we have found to date.

Jim2 is an easy to use but extremely powerful tool which DDS simply couldn't operate without."

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Outstanding Results

DDS saw real improvements to their processes from the get-go. "Jim2 saved us between 40 and 50 man hours per month in meter reading collection alone. We have approximately 3,000 devices which require readings to be entered each month – that previously took two people about two weeks to complete. With the introduction of Print Audit and Jim2, we currently collect approximately 1,800 of these automatically, without any intervention from our staff." Integrating the two using the Jim2 MPS Connector for Print Audit was a significant step forward, helping DDS to streamline key processes, and grow their business. DDS endeavour to streamline all of their devices, which will provide even greater time saving.

Immediately, Jim2's simplicity, greatly improved efficiencies, and labour savings stood out to DDS. "We're seeing great results integrating vendor stock feeds and electronic purchasing from Dynamic Supplies. Making use of eBusiness Connect really simplifies the whole process of stock ordering, and speeds up our consumable delivery times to our clients." Ultimately, helping DDS to deliver great service to their customers by being smarter with their software.

Connected From Any Location

Arming technicians out on the road was a top priority for the team. "Mobile access has made a significant improvement to our service control and allocation of service calls. With 18 technicians across four branches, we no longer need to email or phone technicians with their next service call. They simply log in via their iPhone to the Jim2 Mobile app – from there they order parts, close calls, receive their next service call, and also get a full service history of the machines they are attending."

"After implementing Jim2 in February 2011, since the first week we have been continually amazed at the number of features and benefits which come standard with Jim2. Even now, after using it for over 4 years we are still finding helpful features and reports which assist in driving growth and profitability in our business.

"Along with savings streamlining meter reads, the extensive reporting and management dashboard has also given us a detailed and accurate view of our overall business. We have also had a number of custom reports written, which were fairly inexpensive and simple to implement. We send one report to our finance partner for billing, which extracts meter readings from our Managed Print devices each month. This alone has saved our staff a full day's processing", further streamlining administrative tasks.

Cotter says after using the system for a number of years, the team are extremely pleased with its performance. "The features and efficiencies provided by Jim2 are seemingly endless – our imagination is the only boundary we have found to date. Jim2 is an easy to use but extremely powerful tool which DDS simply couldn't operate without."

HAPPEN BUSINESS IS A 100% AUSTRALIAN OWNED AND OPERATED COMPANY

Key Benefits

- Significant reduction in the time it takes to collect meter reads, process billing, and assign/update jobs
- Integrates with key industry partners/suppliers
- Mobile connectivity
- Numerous reports with limitless variables
- Designed with end users in mind

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