



# Happen Business Case Study

## TechPath

# TechPath™

**BUSINESS CLIMATE:** RAPIDLY EXPANDING SALES AND SERVICE  
**CHANGE CATALYST:** RUNNING MULTIPLE SYSTEMS  
**SOLUTION:** JIM2 BUSINESS ENGINE + JIM2 MOBILE  
**JIM2® EDITION:** MANAGED SERVICES EDITION

**TechPath is a leading technology solutions provider that operates from their headquarters in South East Queensland, Australia and was established in 1996 .**

Many years later TechPath find themselves in a fantastic position – experiencing year on year growth, loads of new customers, an ever-growing stable of expert staff and a fleet of vehicles for onsite and rapid-fix service.

Today, TechPath service clients in all states of Australia as a result of their expansion.

Their IT offering ranges from Service, Sales, Repairs, Contracted Maintenance, Communications, Managed Services, Help Desk, Onsite, ADSL, Offsite Backup, Webhosting, Virtual Hosting and Data Centre Hosting.

So how did they get to where they are today? With a lot of hard work and a business system that enabled the business to grow, rather than restricting it – Jim2 Business Engine.

### Constant Unrelenting Growth

TechPath have been experiencing growth since their inception in 1996. As the number of customers swelled, TechPath's volume of transactions grew, and the administration work started becoming a monkey on TechPath's back. They knew they had to look for a better system.

"We were busting the limits of what our accounting, spreadsheets and programming could do for us – nothing was connected and everything needed updating daily.

"Administration is not what we got into this game for – we build better businesses through IT systems and networks," said Troy Adams, Director, TechPath.

### Reaping the Benefits

"The features that Jim2 offered us were *exactly* what we needed. Jim2 was going to be a big change for us. We needed to review our business processes and get smarter about how we did things.

Again, Jim2 allowed us to re-engineer our business and pull more profit out of it," Troy said.

"TechPath needed stronger stock control. We needed to tie Stock to Jobs so that our billing was correct.

"We also wanted it all in one integrated system – that describes Jim2® perfectly."

**TROY ADAMS**  
DIRECTOR  
TECHPATH



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 →

"Jim2 requires less administration per staff member than any other system I know. With Jim2® we increased our billable hours, we had better Stock Control, more consistent and quicker quoting, less paperwork, excellent reporting, and more profit!"

**TROY ADAMS**  
DIRECTOR  
TECHPATH

Immediately after Happen came onsite and implemented Jim2 TechPath reaped the benefits. They enjoyed extremely tight Stock Control, linked PO's, Quotes, Jobs & Stock, and they track their labour hours and analyse and benchmark their Technicians.

### A Rewarding Change

"It was a great experience. Changing accounting systems is not an easy task, however it certainly was rewarding. We simply could not have continued our growth or profitability with the existing systems we had. "With the introduction of Jim2 Mobile, we now effectively have Jim2 in the cloud, with access to contacts, quotes, jobs and emails when we're away from the office. Being able to update jobs and stock as things happen means we always have up-to-the-minute information at hand." Troy said.

### Completely Searchable

Using the document management component of Jim2, TechPath have made significant gains to their goal of going paperless.

By storing documents in Jim2 across all departments, the team have found it incredibly beneficial to keep everything in one place.

"We keep our suppliers' quotes and orders, scope of work documents and proposal documents stored on a single quote. Our signed contracts and change notifications are saved to projects, ready to look up if ever we need them. And our accounts department is completely paperless since they store supplier invoices, signed orders, application forms and contracts in Jim2.

"The best aspect is the power of search in Jim2. It's easy to find a purchase order, which contains the invoice, in seconds. Prior to this, our accounts staff used to have to track down and scan the paper copy of the invoice for any warranty returns. Now it's readily available and easy to find.

"The key for us is having as much of the business as possible running from a single application," Troy said.

### Key Benefits

- Greatly improved Stock Control
- Linking of Purchase Orders, Jobs, Quotes and Stock
- Flexibility and the ability to configure the software to suit
- Labour Tracking and being able to compare the Technicians' Actual vs Billable Hours

"It is very different to any other software on the market. Having Jim2 in our business soon became a huge competitive advantage."

**TROY ADAMS**  
DIRECTOR  
TECHPATH

**HAPPEN BUSINESS IS A 100% AUSTRALIAN OWNED AND OPERATED COMPANY**

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