

Mac Centre, Australia

Mac Centre implements HansaWorld to achieve greater stock control, improved reporting, multi-user and remote access.

Company profile

Mac Centre is a Sydney based Apple Authorised Reseller with a client base ranging from home users, creative professionals, small to medium sized businesses through to large corporations and institutions. They have implemented HansaWorld Enterprise – a suite of fully integrated financials, CRM, and inventory modules that runs native on the Apple OS X operating system, including the new Intel on Mac computers.

Before HansaWorld

"We had been using MYOB for about 7 years and had outgrown it and were looking for a new system that was scaleable to meet our growing needs," explains Managing Director Inigo Evans. "The four main areas we needed to improve with a new system were stock control, wide area networking, the general speed of the database and more accurate reporting."

Choosing HansaWorld

Mac Centre started the software selection process with an extensive market review. Four solutions were looked at that were point of sales focused, but not particularly strong in stock control nor serial number tracking. Mac Centre selected HansaWorld due to its breadth of functionality offered in a single integrated package.

"With many existing Apple stores already using the software around the world, HansaWorld demonstrated a strong understanding of the Apple reseller market and were able to mould the system to our requirements," Evans commented.

The Implementation and the Solution

According to Evans, HansaWorld was very responsive to their implementation requirements. "I wanted to implement the system during the quiet period over New Year and they were able to accommodate my needs at very short notice. I was amazed that to install the HansaWorld server and log in remotely it took only 5 minutes and it worked the first time!"

Mac Centre is now using Accounts, CRM, Logistics, Point of Sales, Wide Area Networking, Calendar and Activities for workflow and scheduling service jobs.

The Benefits

- saved time
- better service
- working from home
- improved reporting

"By now having the task manager and shared calendars in an integrated system instead of multiple systems, I have reduced the time wasted on checking separate systems to see if tasks had been completed," Evans says.

"This includes booking the service department for jobs and seeing when other members of staff are available which is very difficult in a Mac environment with the other applications available. I spend a lot less time in reporting figures such as sales by product line, gross profit and have now reduced the time it took me every week manually calculating salesman commissions to a third of what it used to be."



Evans goes on to bring out HansaWorld's Wide Area Networking capabilities: "I now have the ability to work remotely from home in my garden over wireless at faster speeds than I previously could using my system in the office! We can now provide a better service to our customers in terms of being able to search for specific serial numbers, and give more accurate promises based on better inventory and orders information."

Future Plans

In the future Mac Centre are planning to implement other modules such as Rental and full integration with the online webstore. "We now have a scaleable system that can grow as our business expands in the future."

About HansaWorld

HansaWorld is a business solutions provider with nearly 20 years of experience in the international software market. It is our ambition to stay ahead of change and constantly offer customers more efficient ways of running their businesses. With more than 67,000 installations worldwide, we have the experience to be your future proof software partner combining global knowledge and local representation.

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