



SAP Business One and Enprise's Job Costing help United Gaming Ltd keep its edge

While it might be fun and games for users, keeping a competitive edge in the non-casino gaming market can take its toll.

From its locations in Auckland and Hamilton United Gaming Ltd (UGL) services around 680 sites and 9165 machines on these sites, of which approximately 50% have Service Level Agreements. Although UGL already had a financial system in place, it couldn't incorporate enough of UGL's business requirements to help the company maintain competitive advantage.

Tracey Murray, UGL Management Accountant, says it wasn't enough just to upgrade the financial system. "We have approximately 12 concurrent users, 500 stock items, 30 stock locations and more than 200 billable customers in our database," she says. "On top of that we have an add-on service package and service mobile solution that is imperative to the operations of the company."



Much of UGL's management reporting information was gathered using either programs outside the system, or queries running from the database to spreadsheets. "Sales were managed and monitored in a separate program until invoicing, so there was essentially no customer management system in place," says Mrs Murray.

So it was time to look for an automated solution in order to consolidate a number of tools and processes. But, there was

a catch. "We needed it and we needed it quickly. There was absolutely no time for any sort of hold-up. At the same time the company was upgrading from PDAs to tablets and wanted the software ready to go at the same time," says Mrs Murray.

In the nick of time

That's where Enprise stepped in – supplying and implementing SAP Business One with Job Costing in an astonishing timeframe of just six weeks.

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It wasn't just that the solution Enprise offered was good value, says Mrs Murray, it was the extra value-add the consultants brought to the UGL project that made the difference.

"Enprise has been an absolute pleasure to do business with, the team has the right combination of skills and processes – I can see this relationship lasting well into the future," she says.

Reaping the benefits

Many of the tangible benefits from the implementation have stemmed from the functionality of Enprise's Job Costing add-on to SAP Business One, says Mrs Murray.

"Now we're using Enprise's Web Timesheets, we are the only company in our industry that can report response times and the time a service call is logged through to completion. I thought it would be difficult to do but Enprise came up with the right solution."



Mrs Murray says UGL has a distinct competitive advantage with the ability to look at real-time and detailed cost information.

Armed with that information UGL is already recognizing ROI and, as staff continue to realize all the benefits the solution can offer, Mrs Murray says productivity will further increase.

“It has enabled us to tender and win additional service contracts through the ability to manage contractor service calls, allowing us to provide our customers with comprehensive service reporting for our own service territory and beyond.”

Enprise’s Job Costing for SAP Business One is an embedded cost management solution that runs across the whole business and Mrs Murray says reporting is now a breeze.

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“What we had before simply couldn’t provide us with the information UGL needed to be efficient. With Job Costing all the modules link together for seamless reporting,” she says. When it comes to the advantages of using SAP Business One Ms Murray admits she’s a convert. “It’s just so easy to use and the functionality saves me considerable time. Unlike other financial systems I’ve used in the past SAP Business One is so intuitive that I’m not totally reliant on support consultants.”

Highlights

Customer

United Gaming Ltd supplies non-casino gaming equipment. Its business is predominantly high volume, small value transactions.

Key business challenges

UGL’s existing financial systems were insufficient and collecting critical job costing data was extremely difficult. UGL also had no CRM system.

Solution

SAP Business One and Job Costing for SAP Business One – a SAP certified and integrated management and accounting module for project and service based businesses. Features critical to UGL include Job Management, Timesheeting, Service and Reporting.

Business benefits

- Has enabled UGL to tender and win contracts based on reporting functionality
- Window on entire job lifecycle – from estimate to completion
- Gauge true cost of delivering product and time-based solutions
- Improved accounting robustness