

MYOB Exo

Client Australian Uniform Service | Partner Momentum Software Solutions
Location Australia | Product MYOB Exo Business and Employer Services
Industry Professional Services



Exo helps Australian Uniform Service iron out the kinks

Founded in 2001, The Australian Uniform Service enjoyed significant growth, expanding to 115 staff across 3 sites in Sydney, Melbourne and Brisbane. Specialising in commercial laundry, the Australian Uniform Service purchases uniforms then leases them out to companies. They deliver freshly laundered uniforms and pick up any soiled uniforms for cleaning and repair.

Problem

A stitch in time saves nine

Before switching to MYOB Exo Business and Exo Employer Services, the Australian Uniform Service had been using Alliant (an industry specific solution) for most of their business, including debtors. They were also using MYOB AccountRight for creditors, payroll and reporting, with an add-on known as BudgetLink, but admitted that was a 'band-aid solution'.

Jan McIntyre, the company's Financial Administrator, explains that with three sites in operation, there was a lot of time wasted keeping track of the books. "It was very frustrating collating three systems, and reporting was time consuming and needed to be improved. We wanted a centralised system, as well as the security of branches only having access to their own data."

"We looked at other systems but they weren't suitable for our needs."

Solution

Choosing MYOB Exo Business and Exo Employer Services

When making large changes in business processes it's often valuable to have a helping hand, and the Australian Uniform Service found a great partner in Momentum Software Solutions. According to Jan, Momentum were instrumental in helping her company implement MYOB Exo. "We had an initial meeting so Momentum could understand our business, our objectives and specific software needs. We determined that Exo would be a good fit and could solve a lot of our pain points. We realised it would also be a good foundation for future growth."

Of course, every company is unique, and some customisation was required to fine-tune Exo to the specific requirements of the business. "We have several bank accounts, so we had some customisation done to the cashbook process to automate the selection of the correct account, which reduced errors and re-work. We also had a number of tailored reports created, particularly management reports like P&L and budget comparisons."

It can often take some time introducing staff to new software and processes, but for the Australian Uniform Service, the transition was relatively seamless. "I was originally concerned about the admin officers being able to pick up and understand Exo, but it didn't take long for them to feel confident working in the new system," says Jan..

"Users picked up Exo really quickly."

Outcome

Tailoring Exo to the laundry industry

An extremely configurable solution, Exo allows the Australian Uniform Service to tackle accounting problems unique to the laundry industry, such as depreciation of uniforms. In addition to this, Jan finds Exo very handy for managing all three sites simultaneously. "Running multiple branches or outlets is very common, but not well handled in off-the-shelf software. Exo handles it well, and with good control."

When it comes to streamlined processes, Exo has helped Jan save hours juggling several different disparate products. "We now have one system that handles our accounting, payroll, HR and assets needs. Before we had multiple systems. The difference is huge. We have dramatically reduced the time taken to prepare management reports and have real-time visibility in to what's going on across the business.

SuperStream compliance has also made a big difference to the time taken to pay super." Since the transition, Jan and her team feel that the sky is the limit when it comes to scale. "It has positioned us for future growth. We have confidence that we can build the business and add more functionality or modules if needed."

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Before	After
+ Running several disparate software systems.	+ Stronger, more timely reporting tailored to specific business needs.
+ Security concerns regarding controlling data between three separate sites.	+ Centralised accounting system with data security between branches.
+ Lack of customisability meant 'band-aid' solutions were needed.	+ Customised P&L reports allow for more accurate forecasting.
+ With over 100 employees we needed a complimentary payroll system with integrated HR.	+ We now have one system that handles our accounting, payroll, HR and assets – the difference is huge.