

MYOB Exo

Client Setpoint | Partner Focus | Location New Zealand
Product MYOB Exo Business | Industry Building and Construction



Building success

Setpoint is one of New Zealand's leading providers of building automation and energy management systems, which includes the control of services such as heating, ventilation, air conditioning, refrigeration, lighting, power monitoring and electrical loads.

Their portfolio includes everything from commercial offices, shopping malls and stadiums to art galleries, cinemas and leisure centres. Setpoint's subsidiary company, Smart Touch, provides Home Automation and Lighting Automation solutions.

Problem

Time to renovate

For eight years prior to upgrading Setpoint used Concord, a locally developed package that initially also offered local support. Then, back in October 2007, there was a partial switch to MYOB when the company decided to implement MYOB Exo Business for its Sales Division in New Zealand. The bulk of the business remained with Concord.

As time wore on, there were a number of critical issues with the old system, not least the reporting functionality which was very restricted. The system was not real-time which meant there was a reliance on scripts running via a scheduler overnight to update GL accounts, plus not being able to export data out of the system in any useable format was a real headache. Also, there were other problems as Janette Campbell, Group Administration Manager of Setpoint recalls, "Over time the relationship with the program providers had eroded to the point where our support was virtually non-existent."

Solution

Foundations for the future

Setpoint management decided that the time was right to overhaul their entire system, so they set about evaluating what was in the market and which system would best meet all of their growing needs. After the earlier success of implementing MYOB Exo into the Sales Division. MYOB was high on their list, especially given that Setpoint were keen to select a company with an international reputation coupled with local support they could call on whenever they needed.

Innovation was another big consideration says Janette Campbell, "The building automation industry is continually evolving and so are the requirements of our business, hence we wanted a likeminded business, one that values and understands the need to continually develop products, add new functionality and enhancements." Exo's long list of features and scalability ticked all the boxes while MYOB's reputation for support throughout New Zealand confirmed Setpoint's decision.

Outcome

Change for the better

Back in 2007, Focus was the implementation organisation Setpoint used when the Sales Division made the initial switch to Exo. Following the earlier success Focus were selected to look after the major changeover and Campbell values the solid relationship the businesses enjoy, "I have always been able to work well with the team at Focus — they are always very obliging and over time they have developed a good understanding of our business, plus they're flexible which is good as we have changed tack a few times with what we actually require." Focus readily listened to Setpoint's needs, helped develop solutions, and stepped the team through training on functionality.

Common with the introduction of any new system there were a few initial headaches, however it wasn't long before Exo's benefits lived up to expectations. Campbell agrees, "The system is very intuitive and easy to use, and for us in Head Office the GL functionality, reporting and the ability to extract data made life so much easier."

Summary

Solid future

Now that Exo is fully established and integrated across its 3 offices Setpoint is enjoying all the benefits of one system for all aspects of their business. From customised reporting and easier data export through to simple GL functionality and the ability to add more modules when and if needed, Exo is providing Setpoint with the control, flexibility and functionality to continue to grow their success.

| Before | After |
|--|--|
| + Problems across the board with reporting | + Easily customisable and adaptable to meet changing needs |
| + A system that didn't meet all the key business needs | + Increased levels of automation has reduced data entry time |
| + Lack of quality support | + Staff like the user-friendly menus & dashboards |