



REMOTE SUPPORT UNDERPINS SUCCESSFUL GLOBAL SOFTWARE IMPLEMENTATION



The decision behind changing our ERP supplier

Before implementing idu-Concept, says Tim Mangold, finance manager for major New Zealand retailer The Warehouse, our organization had abandoned a cumbersome budgeting and reporting module of its ERP system for spreadsheet-based budgeting. “It worked, but it was very inefficient and ownership of the numbers became an issue. Reconciling information from around 200 different sources was a lot of work.”

An international versus a local supplier

“Choosing an international rather than a local supplier was a big decision for us,” says Mangold. The company implemented idu’s budgeting package idu-Concept in 2008. “We were initially concerned that support from South Africa to New Zealand might be an issue, but it has worked out very well.”

“The product is very reliable, robust and easy to use,” says Mangold. “That means we need very little ongoing support, although when we do need help it is available around the clock.”

Hassle-free Implementation

The implementation phase of the project went without a hitch, adds Mangold. “idu sent a team of consultants out for three weeks to get things up and running and train everyone,” he says. “You always expect some kind of problem in a process like this, but for us everything went smoothly. idu has successfully mitigated all the issues of remoteness.”

The hassle-free implementation was underpinned by doing the initial work in South Africa, explains idu managing director Kevin Phillips. “We set up the entire implementation on a virtual machine in Cape Town. When the time came to go live, our technical consultants installed the software remotely, and configured the environment in time for the arrival of our on-site consultants. That helped to keep the costs of the project under control.”





REMOTE SUPPORT UNDERPINS SUCCESSFUL GLOBAL SOFTWARE IMPLEMENTATION



Cost considerations

Mangold confirms that cost was equal to ease of use in The Warehouse's decision to choose idu-Concept.

"They offered by far the best value for money out of all the budgeting applications we looked at, and the usability and intuitiveness of their system was really appealing.

Our non-financial managers have picked it up really easily, nobody needed more than half an hour of training. That's one of the great features of idu-Concept – the simpler, the better."

In closing

With idu-Concept, "the whole process is a lot more bearable," says Mangold. "It's made an enormous difference to the management of our budgets and cut out lots of late nights and processing time."

About idu Software

idu Software makes budgeting, forecasting, performance management and reporting tools to simplify financial management. Our flagship product, idu-Concept, provides easy, effective budgeting and financial reporting for medium-sized to large businesses. idu-Concept integrates easily with ERP software, but unlike more cumbersome offerings, idu-Concept can be implemented quickly, requires little or no ongoing consulting fees and reduces budgeting cycles from months to weeks. Our company is owner-managed, and still led by its two founding members.

About The Warehouse Group

The Warehouse Group Limited comprises 92 Warehouse stores, 73 Noel Leeming stores, 65 Warehouse Stationery stores and 10 Torpedo7 stores in New Zealand and several online businesses. The company had a turnover of \$2.8 billion in FY15 and employs over 12,000 people.