

REALTECH Ltd
PO Box 99867 ■ Newmarket ■ Auckland 1149
P: +64 9 308 0900 ■ F: +64 9 308 0909
info@realtech.co.nz ■ www.realtech.co.nz



SELF MANAGING PUBLIC TOILETS

so much more than just a convenience...

New Zealand company Exeloo is the global innovator in automated public toilets. At more than 700 sites worldwide, local authorities, event venues, transit authorities, businesses and tourist attractions rely on the technology, convenience and innovation of Exeloo automated toilet installations.

Each of their designs is fully customisable. An Exeloo installation can include one or several toilets, be automated to varying degrees or manually operated, stand alone or be retrofitted into an existing structure. There's even a waterless composting model. Each installation is made to order and shipped pre-assembled. Exeloo also provide ongoing servicing.

Exeloo unlocks further efficiency with REALTECH and enhanced SAP Business One

Seeking greater efficiency through improved business information

In 2000, to meet growing demand, Exeloo custom built a dedicated manufacturing environment. However, international orders - particularly from Australia and North America - soon exceeded expectations. Despite the near-new factory, they were struggling to meet productivity targets.

Exeloo had been using the accounting software MYOB. However, its capability was limited and they were supplementing MYOB with Microsoft Access, to track each toilet installation, and Microsoft Excel to fulfil logistics transactions, such as receiving goods. There were immediate and long-term business benefits in moving to a single, well-recognised system that could also provide the necessary reporting detail.

With a clear and conservative budget in mind, Exeloo began a process of identifying a software solution that would allow them to improve operating efficiency through enhanced business information. With the help of an independent consultant, their research and evaluations lead them to SAP Business One with an additional SAP

Manufacturing Module to provide the higher level of sophistication required by Exeloo in that area.

SAP Business One with an optional enhancement

SAP Business One is an affordable and easy-to-use SAP solution designed for small-to-medium enterprises. Where an organisation requires more capability in a particular area, enhancing SAP Business One with a specific SAP certified module ensures any additional investment is targeted to where it is needed. This is a more cost effective approach than purchasing a complete high-powered tier one SAP solution and only using a fraction of its functionality.

Exeloo selects REALTECH as preferred SAP partner

SAP identified possible partners and eventually Exeloo selected REALTECH. "I'd gone out and spoken with several of REALTECH's clients and had no doubt that their reputation was right up there", says Chris Glew, co-owner and office manager of Exeloo. "The feedback I got made it clear



they wouldn't walk away as soon as we'd gone live," she says. "Instead, they'd finish the job, follow through and not leave until we were comfortable. Their references were outstanding."

REALTECH Sales Manager, John Showell, explains how REALTECH acquired such a good reputation in the market: "Our consultants have in-depth business knowledge as well as a high level of technical expertise. So we have complete confidence in our ability to advise organisations on the most appropriate solution for their needs and budget, to manage the project professionally and to configure the software so it delivers relevant and meaningful information." "We were delighted to partner with such a successful and innovative New Zealand business."

REALTECH process proves its worth, once again

The REALTECH implementation roadmap begins with a series of in-depth workshops to fully understand the nature of the client's business and their processes. "The value of this up-front investment in time has proved its worth over and over again", says John. "With Exeloo, these workshops soon revealed the high complexity of their manufacturing and service operations, due to the level of customisation they offer. It became clear that the proposed additional module that Exeloo were looking at was not the solution they required."

SAP Business One with be.as Manufacturing

REALTECH recommended the powerful SAP certified be.as Manufacturing module. "We had recently completed a thorough

evaluation of this software and were confident it would perform to Exeloo's expectations", says John. The be.as Manufacturing module is able to handle the complex materials inventory management, pre and post-production costing, routing, and capacity planning associated with Exeloo's made-to-order product range.

A smooth run to go-live

With REALTECH's approach, any potential glitches are identified and avoided early in the process. This way the project runs smoothly, without expensive and demoralising backtracking. And with SAP's technical reliability the change to the new system has little or no impact on productivity.

Once the ideal solution was selected, REALTECH prepared and presented a detailed 100-page design scope document. This clearly detailed Exeloo's expectations and how SAP and REALTECH would address them.

"With that in place, we smoothly installed the standard system, configured it to Exeloo's requirements, took master data across, wrote the non-standard reports that were required, and customised the layout of documents, such as purchase orders. Training and user acceptance testing followed, before final implementation over a weekend when the factory was normally closed," says John.

Chris Glew from Exeloo explains: "Every installation seems to have hiccups, but ours were only in the early days. After a false start with a different solution, we changed to REALTECH and SAP Business One with be.as Manufacturing. If we'd chosen REALTECH and be.as Manufacturing in the beginning we probably wouldn't have had those hiccups."

Quality information increases business confidence

Go-live was in September 2008. Four months later the Exeloo management team were wondering how they ever managed without the system.

"None of us could live without it", says Chris. "The information we're getting out of it is very good. With the new system we're confident we have the structure in place to meet our monthly production targets".

Demoralising duplication eliminated

Another advantage that Exeloo has identified is the large range of user permissions that SAP Business One allows. Everyone in their team now has direct access to the data they need in their role, but no more - including the storeperson. Exeloo's previous system, MYOB, only offered all-or-nothing access, so it was limited to just two people. "In a huge duplication of effort, they were re-entering information from other people and our storeperson had to come up to the office and ask for a print-out just to see what inventory we were holding based on invoices for goods received," says Chris. "It was totally tedious and now it's hard to imagine how we ever got by."

"I have to say the consultant from REALTECH was outstanding", says Chris. "We were very pleased with how well the project ran."
