



# Producing impressive results with a cloud ERP solution

## Sheetmetal Tooling Tech

**Director:** James Randall  
**Location:** Casula, NSW  
**Industry:** Tooling and Machinery

Sheetmetal Tooling Tech (STT), based in Casula, NSW, provides premium quality tooling solutions, metal cutting machines, and industry-specific software to Australian sheet metal fabricators and machine shops.

### Why did Sheetmetal Tooling Tech choose JCurve ERP?

STT had grown dissatisfied with its MYOB accounting-only software. For years, features such as foreign currency had been promised but never arrived.

"We were paying an annual subscription just for getting updated tax codes, but there was no new enhanced functionality for five years," explains James Randall, Director, Sheetmetal Tooling Tech.

James hunted around for an ERP system for SMEs, mostly finding solutions for companies with at least 30-40 users and budgets of over \$100k. At that stage, STT was a small business with four employees.

James finally came across JCurve Solutions (ASX: JCS) and met with an experienced consultant. James arranged a demonstration of JCurve ERP, an exclusive small business edition of NetSuite, the world's #1 cloud ERP software suite, and was impressed. Highlights for STT included multi-currency and automatic exchange-rate calculation features,

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Single Touch Payroll (STP) compliance, and an additional third-party bank feed and reconciliation solution, Fast Four, which integrates with JCurve ERP.

## Mobility and efficiency lead to increased sales

The system set up was straightforward and excellently managed. JCS began with a clear understanding of the requirements and kept STT informed at each stage of the JCurve ERP Essentials Rapid Implementation.

"The first month was a bit of a learning curve, but the support team really helped us through some of the unfamiliar and trickier bits," James says.

STT has since increased efficiency, improved sales, and gained many more benefits from JCurve ERP. With a truly mobile solution and less manual processing, James' team have reclaimed time and are spending more of it with customers. James and his team can also pull up live information, reports, KPIs, and customer history whenever they're out on the road.

"We can open up JCurve ERP on a tablet or the phone app or a laptop. If there are any outstanding quotes when visiting a client, we can ask them how that quote's processing. Often this converts to a sale," James explains.



One of my favourite features is looking at a customer's dashboard, you can see all client communications in one place, full transaction history and YTD spend, and the potential for this year.

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STT has implemented client approval processes and now has full traceability of orders and technical drawings. Customers can access statements and invoices via a customer portal, and the sales process has been streamlined from initial quote right through to vendor purchase order.

"JCurve ERP lets us save a lot of information and has improved our customer service. Simple things like courier tracking numbers can be saved against the sales order. So, if someone rings up, whoever they speak with can pull up all the information straight away."

With JCurve ERP, reporting is now instant, up-to-date, and accurate. It used to take James' team up to half an hour to generate a report from the old accounting system.

As James elaborates, "We're using fewer Excel reports now too, we're just able to get the metrics straight out of JCurve ERP. One of my favourite features is looking at a customer's dashboard, you can see all client communications in one place, full transaction history and YTD spend, and the potential for this year."

Going forward, STT is looking to increase the use and value of JCurve's ERP features by initiating a best-practice review of system setup, processes and workflows, along with expanding on CRM and marketing functionality.



Sales up 15-20% after using JCurve ERP



True mobility and secure remote access gained



Increased sales conversions



Instant, up-to-date, and accurate reports



Multi-currency and automatic exchange-rate calculation

### Outcomes