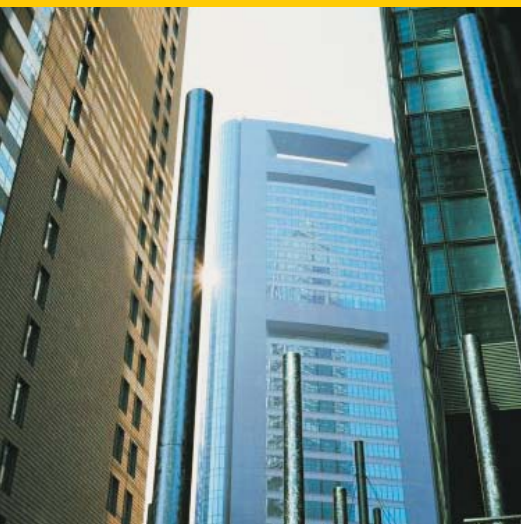


PASTEL evolution

ACCOUNTING

Success Story



MBM achieves 100% stock control with Pastel Evolution

MBM Africa, manufacturers and retailers of high-quality outdoor furnishings, has upgraded its Pastel Partner accounting software to Pastel Evolution.

MBM (Münchener Boulevard Möbel GmbH) was established in Bavaria, Germany in 1954 and is one of Germany's leading manufacturers and importers of quality outdoor furniture. MBM Africa opened its doors in Cape Town in September 2002, bringing to the continent MBM's high standards of quality, comfort and innovative design.

"Pastel Evolution is truly a revolutionary product. It provides us with total control of our customers, stock and finances from a single system. It has changed the way we do business."

Barry Garner
Managing Director, MBM Africa

SITUATION

Currently the company has branches in Cape Town, Knysna and Johannesburg, with a central warehouse supplying goods to the stores. MBM's Director Barry Garner says the company has plans to double in size over the next three years and therefore realised it would have to control its stocking situation more efficiently.

"Pastel Partner has effectively served our accounting needs, but it did not assist in

running the business and improving our stock control processes," Garner says. "We needed a business management application that would provide realtime stocking scenarios to the branches and to sales people to ensure they could serve customers properly."

"Additionally, as the company grows, we need to build better relationships with customers and transform ourselves into a customer-driven organisation."

SOLUTION

With Garner and others often working remotely while travelling, the ability to access the system and gain realtime information via the Internet was also important. Based on recommendations from MBM's Pastel implementation Business Partner and other

people in the industry, Garner decided to implement **Pastel Evolution**.

The company started implementing a 10-user version of Pastel Evolution with the multi-warehousing module in July 2004.

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SOLUTION CONT.

Pastel Evolution provides MBM with access to all the information users need from a single interface - similar to the look & feel of the popular Microsoft Outlook e-mail management system. Whether it's financial information, when a client last paid, the last call the customer made to the company or what stock is in the warehouse, it's all available in Pastel Evolution.

The program also permits management to maintain control over the company and ensure employees resolve any customer problems professionally and efficiently. One of the best **management features** of Pastel Evolution, according to Garner, is the **Incident Reports**.

Whenever stock is transferred, a customer makes a request or a sales order/invoice needs special attention, an Incident Report is generated in Pastel Evolution and sent to the appropriate person for action. Because the report is time and date logged, if no action is taken within a certain timeframe the report is escalated to the next level. Using Incident Reports, there is no excuse for things not happening as they are supposed to.

All Incident Reports are connected to customers to ensure that the entire history of interactions between the customer and

the company is available at the touch of a button.

"The stock control module also provides everything we need," Garner adds. "For example, we can now track the movement of every item of stock and deliver a detailed report of what's missing in realtime. Because of the accuracy of the system, we no longer lose items or have them stored in the incorrect location; they are either where the system says they are, or they are not.

"Additionally the customer database and the functionality incorporated into it is phenomenal and the online facilities are excellent. I can maintain a clear overview of the status of company and drill down into anything, even when on the road."

The company's sales people can also reap the rewards of Pastel Evolution. By logging into their own sales reports, they know what commission is due to them at any time of the month.

Garner also describes the reporting system in Pastel Evolution as exceptional. Different reports can be created quickly and easily, focusing on whatever topic members of staff choose, be it finances, customers or even staffing. "And we're still discovering new reports as we go."

"Even though Pastel Evolution has become an indispensable tool to MBM, getting the full benefit of the software's capabilities needs a paradigm mindshift from users and management," Garner says. "It delivers far more than accounting functionality, giving management clear insight into and control over the business."

"Pastel Evolution is the best investment we ever made, we are discovering more about the product every day. Even though we only use a small portion of its full capacity, the benefits of implementing it have been incredible."