



“An ERP provider that can scale as quickly and efficiently as our business and products, that was a real breakthrough.”



# Bondor Australia

## A Leaner & Greener Australian building sector

As Australia's leader in the manufacture, distribution, construction and installation of thermal building solutions and lightweight architectural products, Bondor Australia required an ERP solution that could scale as fast as they did.

### A history of innovation

Having patented the original "slip joint" (tongue in groove) system for joining insulated panel for Australia's cold storage industry, Bondor® has been at the forefront of the Australian insulated panel industry for over 60 years, with significant experience in manufacturing and installing panels to suit Australian conditions and to meet national building codes and regulations.

In recent years, Bondor® has rapidly expanded, through product innovation such as an ingenious insulated residential building product solution called InsulLiving®, and is now a highly diverse business servicing multiple industry sectors and a wide geographic footprint. The company employs production, construction, technical, sales and admin staff across Australia and has manufactured in excess of 100 million square metres of wall and roof panels.

When National Product Manager Paul Adams joined the company in 2003, Bondor had been using Pronto Xi for a few years in varied capacities through the organisation. According to Adams, it was Pronto's ability to create customised solutions, tailor-made to the needs of Bondor that inspired the company to ramp up its involvement with the platform.

"We have a rapidly growing business and we've entered into several new market segments. As our business grows, we need an ERP system that can cater for those needs and be flexible enough to scale quickly."

Bondor® looked for an ERP solution that could recognise the challenges of the unique characteristics of the business and adapt accordingly – spanning the full spectrum of the company's operations, from manufacturing, construction and dispatch, to sales. In addition, there was a strong need for the company to modernise some of its established processes.

### Finding the perfect fit for everyone

According to Adams, the prospect of adding to Bondor's existing suite of Pronto Xi solutions was exciting, as they began to further expand the business.

"We knew Pronto Xi was flexible in its customisation ability – inherently capable of changing quickly, easily and affordably. We could have taken an average 'one size fits all' product that could satisfy 80 per cent of our needs, but there are a lot of sub-systems and additional information we need to capture, control and monitor from a management perspective. That remaining 20 per cent is where Pronto Xi has really made its mark, because we've been able to view through Pronto Xi all the nuts and bolts of the business. By working with the Pronto team we've adapted the technology to fit our business perfectly."

According to Adams, his experience with other large and small organisations entrenched with monolithic ERPs moving to Pronto Xi, was that in each situation the software forced those businesses into excessive and unnecessary processes – costing the business significantly. "Pronto Xi's flexibility in changing work flow, functions and core code to suit the business, has resulted in better streamlined processes, while redeploying staff and resources to projects that add value to the business. Bondor is a more efficient, customer focussed and responsive business because of Pronto Xi".

While Bondor's range of innovative wall and roof products gain rapid adoption into new residential and home improvement markets across Australia, Bondor's traditional core commercial business relies heavily on tight cost controls and job cost reporting to manage major projects for some of Australia's biggest retailers.

"We are involved with some very large projects for Australia's best known names in mass-retail, working on multi-million dollar projects, and Pronto Xi is capable of handling those larger transactions right down to the things we do in smaller offices around the country. Pronto Xi is used by our entire workforce across the country - every site uses it, our sales team uses it, manufacturing, production, dispatch – everyone," Adams continued

“Our business depends on a system that is scalable, that is equally effective across our entire business, from a small remote branch performing direct sales, to sites that manage multi-million dollar construction projects for major retailers. Pronto gives us that and more with local support and access to their R&D team. They truly listen to what our business needs.”

### Improving processes

Bondor’s use of Pronto Xi has enabled the business to capitalise on improving operational efficiencies such as cutting down processing time.

“Pronto Xi has allowed us to reduce steps to streamline processes. For example, the team in the factory can schedule production requests real-time from Pronto, import manufacturing requests instantly to factory equipment, then barcode, scan and update the status instantly of that manufactured item. Our dispatch team are more effective, now being updated in real-time on new orders, logistics planning and updating the delivery status back to our sales team for instant response to customer enquiries,” said Adams.

Bondor is now looking to roll out more in-depth enterprise level of reporting, through Pronto Xi’s integrated Business Intelligence functionality.

“The fact that we can have full, real-time visibility of our business across all areas of our operations through Pronto Xi and Cognos is a major benefit. Our management team has identified big data and business analytics as a key area for us to focus on, so knowing that there’s a ready-to-go component there for us to use is helping us plan for the future.”

In addition to forming a tight partnership with Pronto support teams in each Australian city wherever possible, Bondor has also benefitted from Pronto’s similar drive for innovation and improvement.

“It’s important to have support, and there’s a local Pronto team that works well with our business and understand the business. It’s great to have Pronto listen to our feedback and see it incorporated into new product releases,” said Adams.



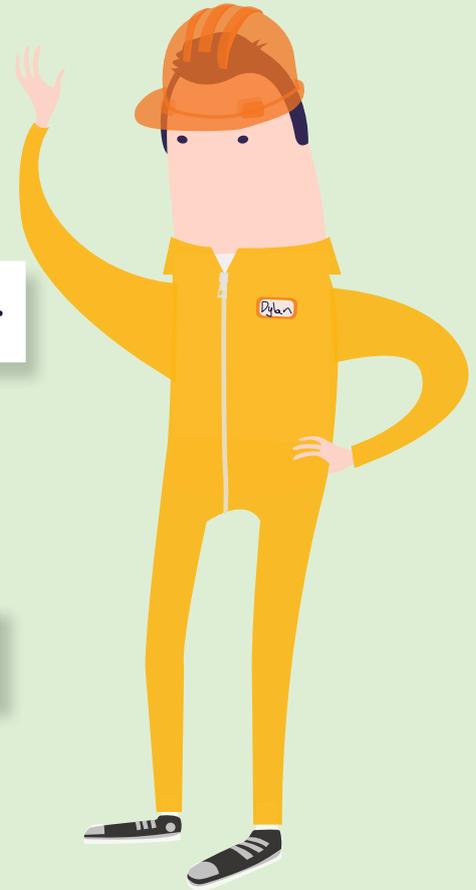
### Bondor Australia

- Industry leader offering the most comprehensive range of insulated building products, promoting rapid construction and energy efficient building envelopes.
- Rapidly growing business with a nationwide network including six manufacturing facilities and operations in each state.
- Founded in the 1950’s Bondor traditionally operated within the commercial sector but in the last 20 years has had great success within the architectural façade and residential building space.



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Paul Adams  
National Product Manager  
Bondor Australia



#### We Listened

to the team at Bondor looking for a customisable system that would work across a diverse nationwide network.

#### We Adapted

the Pronto system to get a perfect fit for everything from Bondor’s manufacturing processes, through to sales and distribution.

#### We Revealed

a dynamic business management software solution that can seamlessly work anywhere from a small local office to a national head office.

**PRONTO**  
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#### Tailor-made business software solutions.

Pronto Software has been developing award-winning business management software for over 30 years. With in-built intelligence, flexibility and an easy-to-use interface, its flagship product, Pronto Xi, enables users to discover rich business insights.

Pronto believes in the power of actively listening to clients, adapting our product to meet their needs and finally revealing the best solution. It’s how we continually surpass client expectations, delivering moments of utter surprise and delight.