



“From the **moment** we started using the system, we knew we’d uncovered a rare gem.”

Wallace Bishop Jewellers

A rare challenge, a priceless solution

Following the acquisition of Hardy Brothers Jewellers and a decade of strong growth, Wallace Bishop realised it desperately needed to consolidate and upgrade its computer management systems.

Mining for valuable information

As one of the country's most successful jewellery groups, Wallace Bishop handles a huge array of stock – including the largest range of watch brands in Australia – and operates one of the most technically advanced service facilities in the Southern Hemisphere.

The stock-in-trade of a jewellery group presents its own unique challenges: most of the products are very small and comparatively valuable. In addition, Wallace Bishop makes a significant proportion of its purchases in foreign currency or gold.

With 62 stores, including six Hardy Brothers stores acquired a decade earlier, Wallace Bishop needed to replace its disparate inventory and financial systems with a solution that would underpin its growth well into the future.

Wallace Bishop's Chief Financial Officer, Ian Winterburn, emphasised the need for a consolidated platform that could integrate the company's financial, purchasing, warehousing and distribution functions.

In particular, they needed a system that could manage the unique requirements of the jewellery business. For example, in terms of cost management it is necessary to make allowances for fluctuating gold and foreign currency prices, while in the stock and materials management areas security and accuracy are paramount.

Polishing a priceless diamond

Addressing a 159-point checklist developed by Wallace Bishop, Pronto Software proposed an integrated suite of tools based on the proven Pronto Xi platform. These tools had four key objectives:

- Inventory visibility – Establish an inventory system that allowed tight control of the high volume and high value of stock, with suitable security features
- Accurate costing and forecasting – Introduce a financial system that could allow for exchange rate fluctuations in forecasts and reports
- Productivity aids – Develop systems with a high degree of automation
- Future proofing – Ensure all systems allow for growth and the ability to further improve cost management and productivity

A system that's as good as gold

According to Ian Winterburn, Pronto's ability to customise its Pronto Xi software to address the business's needs resulted in a robust and cost-effective solution.

"The inventory system allows Wallace Bishop full visibility and complete physical control of its stock as it moves through the organisation," said Mr Winterburn. "This has minimised shrinkage and improved distribution accuracy and security."

Pronto has also linked the company's financial management system with real-time foreign exchange data.

"We make a lot of purchases in foreign currency or gold," said Mr Winterburn. "This can make it difficult to calculate the value of outstanding and future orders, but now we get this information in seconds."


Another key benefit has been a greater capacity to vary the stock held by each store.

"With continued growth, we're becoming more diversified, with many subtle differences in the buying behaviour of customers between stores. Through Pronto, each store can select and buy stock to suit their particular market," said Mr Winterburn.

Wallace Bishop Jewellers

- Established in 1917, it is now one of Australia's largest jewellers
- Includes 56 Wallace Bishop and 6 Hardy Bros. stores
- Designs, manufactures and retails a large and diverse range of jewellery and watches
- Only Australian company to hold a Royal Warrant
- Designs and manufactures the Melbourne Cup trophy





“We now have centralised control, yet individual stores can make decisions based on local trends.”

Ian Winterburn, Chief Financial Officer, Wallace Bishop

Pronto Xi: the jewel in the crown.

Wallace Bishop needed to consolidate and modernise its financial, purchasing, warehousing and distribution systems.

We Listened

to the specific issues that needed to be addressed, including a challenging inventory and exposure to foreign currency and commodities markets.

We Adapted

a new, completely integrated solution around the proven Pronto Xi platform.

We Revealed

a system that improved accuracy and provided demonstrable productivity improvements.

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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.