

Case Study
Industrial Machinery &
Equipment Industry

Harnessing business consolidation to secure efficiency and support growth



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Carolyn Grice
Business Systems Manager, Bunzl Safety

PRONTO
SOFTWARE

Bunzl Safety

- **Retailer, wholesaler and technical service provider of workplace safety solutions**

Bunzl Safety, a subsidiary of Bunzl Australasia, offers work wear, footwear, Personal Protective Equipment (PPE), lifting and materials handling equipment, height safety systems and technical services. With over 60 years in the business, Bunzl Safety is a well-respected brand servicing Australian organisations in a wide range of sectors.

Bunzl Safety was acquired from Jeminex and had three separate companies who provided work wear, safety equipment, lifting and rigging products. All these three businesses were users of Pronto Xi business management solutions – leaving Bunzl Safety with the arduous task of running three distinct systems. The differing business rules and processes across the three divisions created inefficiency, higher costs and limited visibility for management about overall operations.

Bunzl Safety decided to undertake an end-to-end consolidation to align processes, aggregate data and transition the business onto one common platform.

Carolyn Grice, Business Systems Manager, Bunzl Safety, said, “When the early planning for the project was underway, the company evaluated other systems. Ultimately our staff preferred the Pronto Xi environment and based on their previous experience, they were confident that the Pronto Software team had the necessary expertise to guide them through the complex task of aligning business processes and data.”

“Also in terms of training and getting people up to speed, Pronto Xi is easy and intuitive. It didn’t require a lot of time for new users to become confident – an important factor in our decision to stay with Pronto Software,” she added.

A strong technology partner makes change easier

The first subsidiary company began using the latest version of Pronto Xi within 18 months of the deployment decision – and the two remaining subsidiary companies were aligned on Pronto Xi four months later.

“Pronto Software was involved in the process the whole way through,” said Ms Grice. “We did an enormous amount of work to merge all the data into a single database and implement common business processes. The main challenge was linked to Bunzl staff changes during the course of the project.”

The completion of the consolidation project also marked a new phase for the organisation. “Bunzl Safety is now in a position to grow our business and consider further acquisitions,” Ms Grice explained. “We couldn’t have done that without our common Pronto Xi ERP system that enabled consolidation and clarity – and without the assistance of the Pronto Software team at every key step along our journey.”

Gearing up a remote workforce

Bunzl Safety has around 231 users across its back office functions, in the warehouse and in its 50-strong field sales force – who are often working in rural and remote areas.

"The Bunzl Safety sales team are probably one of our biggest beneficiaries. They are now able to access the Pronto Xi CRM system to look up the status of orders, update customer notes and review latest activities, even when they are working remotely. This greatly enhances their credibility and enables quicker decision making," Ms Grice said.

The customer service teams are also heavy Pronto Xi users. When responding to a sales enquiry, they are now able to enter the query into Pronto Xi CRM for follow-up and the activity is automatically registered and even available within Microsoft Outlook.

"Customer service is critical to us and Pronto Xi ensures the information we need to respond to requests is available – increasing the speed at which resolution is achieved," she added.

Third-party integrations fit like a glove

Bunzl Safety uses a number of third-party Pronto Xi integrations and aims to automate as many processes as possible.

"Our customers can now enter their orders into the Pronto Xi Electronic Data Interchange (EDI) system and it is automatically synchronised with Pronto Xi for processing and dispatch – this is a big win in terms of efficiency and speeds up our response rate. It is particularly critical as many of our customers have staff working in high risk situations and without the right equipment, the job will stop," Ms Grice said.

Dispatch is another key integration for the Bunzl Safety team. When an order is entered into Pronto Xi, it will query the freight system to

find the best carrier for the order to its destination. The order is then processed and sent using the most appropriate freight company for its final delivery.

Bunzl Australasia, the parent company of Bunzl Safety Australia, also has its own business intelligence tool, which is integrated with Pronto Xi for reporting and planning purposes. This allows both entities to generate reports on stock, profit and loss, as well as comparative sales.

Finding safety in a hosted cloud solution

Bunzl Safety chose Pronto Cloud to host a range of applications, including Pronto Xi.

"We reviewed a number of hosting schemes but decided on Pronto Cloud because of its price-competitiveness, as well as its unsurpassed Disaster Recovery as a Service (DRaaS) solution," Ms Grice explained.

Reliable business continuance is a major requirement for Bunzl Safety and they test their systems regularly to make sure that if there is an outage, restoration is quick and seamless.

Ms Grice said, "Pronto Software offers us a great service – and their support team is excellent. Based on this, we recently made the decision to move all our other servers onto Pronto Cloud's facility."


"The Pronto Xi ERP system has created an efficient platform to enable continued profitable growth and the capacity to take on any future acquisition opportunities. For Bunzl Safety, our relationship with Pronto Software is built on the trust that when we need them, they will be there to listen and support us as best they can," Ms Grice concluded.



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Pronto Xi: Consolidation and empowerment



As a result of acquisitions, Bunzl Safety had three separate companies, each with a distinct business management solution – creating complexity, inefficiency and higher costs. An organisation-wide upgrade to the latest version of Pronto Xi delivered a single point of truth for business leaders. Sales and customer service teams were also empowered with the information they needed for faster resolution – improving key business outcomes.



We are an Australian developer of award winning business management and analytics solutions. Pronto Xi, our Enterprise Resource Planning (ERP) software, integrates accounting, operational and mobile features in a single system – optimising business processes and unlocking actionable insights. That's why for more than 40 years, over 1,500 Australian and global organisations, across a wide range of industries, have trusted Pronto Xi to simplify their most complex challenges.

With headquarters and our Development Centre located in Melbourne, we have support offices and consultants based across Australia, as well as a global network of Resellers and Solution Partners. Specialised business units within Pronto Software have the expertise to assist you with pivotal technology – Digital Transformation with Pronto Woven, Cloud and Hosting services with Pronto Cloud and Business Intelligence solutions with Pronto iQ.

When you choose Pronto Software, you gain a team with deep industry experience, giving us the ability to understand your specific needs and build innovative solutions that drive business growth and revenue.

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