

## **BAMBACH WIRES & CABLES CASE STUDY**

Established in 1936, Bambach Wires & Cables is an Australian manufacturer of specialist industrial cables. Their head office, in Sydney, combines production, sales and administration, and they have sales branches in Newcastle, Brisbane and Melbourne. Bambach currently employ 65 staff across the business. Their 2000 strong customer base is wide and varied, ranging from sole-traders to multi-nationals as well as distribution through the Electrical wholesale channel.

Bambach have been using Microsoft Dynamics ERP for over 10 years and continue to use it today to streamline many of their business processes in production, sales and administration, which has led to considerable cost savings.

Below is an interview with Bambach's General Manager and Marketing Manager.

### **What were the business issues Bambach was experiencing prior to installing Microsoft ERP?**

Bambach Wires & Cables were previously using a software package called Factory Manager. However in 1999 they discovered that this software may not be Y2K compliant and began looking for alternative solutions, settling on Microsoft Dynamics ERP (previously known as ERPision).

In 1999 Bambach Wires & Cables began using Microsoft Dynamics ERP with a different solution provider. "However the relationship did not work out due to inconsistencies in the system. When we upgraded to Microsoft Dynamics ERP version 3.7 customisations were not upgraded and consequently our inventory was not managed appropriately".

In 2006 Bambach Wires & Cables changed service providers to Hands-on Systems who successfully upgraded the system to Microsoft Dynamics ERP version 4.3. "We were relieved to have found a

partner who could meet our needs and help manage our IT solutions effectively”.

### **Did you look at many solutions in the marketplace before selecting Microsoft Dynamics?**

At the time of the upgrade, Bambach researched alternative solutions before choosing to stay with Hands-on Systems and Microsoft Dynamics (ERP). “We felt that we should use the foundations we had in place, fix the cracks and move forward. We were also happy with the key Hands-on System’s staff and wanted to continue our relationship with them”.

### **What business processes does Microsoft Dynamics ERP manage at Bambach?**

Bambach Wires & Cables uses the following areas of Microsoft Dynamics ERP

- Financials, Manufacturing, sales and Inventory and Purchasing Management including requisition worksheets

### **What are the benefits Bambach have seen since implementing Microsoft Dynamics ERP?**

Hands on Systems’ commitment & insistence on user training assisted Bambach Wires & Cables to take ownership of their Microsoft Dynamics ERP system.

With an integrated system such as Microsoft Dynamics ERP, Bambach Wires & Cables have been able to streamline business processes and also reduce costs and the number of staff required to run certain processes in accounting, the factory and production planning.

“Accounts are much more accurate and reliable than they were previously and visibility into our business has greatly improved.”

Hands-on Systems saved Bambach Wires and Cables a lot of money with the recommendations made during our upgrade. “We now

spend less time controlling inventory, make smarter decisions faster and when it comes to audit time Microsoft Dynamics ERP makes the auditing process easier, less costly and audit is finalised sooner”.

Bambach Wires & Cables rely heavily on Microsoft Dynamics ERP security. “We have a selection of mandatory fields in place to help control processes and avoid unnecessary errors, the permissions structure allows us control of the system and who can change what. Furthermore the Change Log functionality allows management to track who has made any changes to the system”.

Many areas within the business have become more efficient since the Microsoft Dynamics ERP upgrade. This has allowed the whole business operation to be better managed & more appropriately resourced (cost). “Both our production planning and accounts teams run more effectively and we have managed to reduce staff in these areas. Purchasing has improved and we can control expenditure via controls in purchasing including built in risk management for fraud and theft”.

### **What are your future plans for implementing additional features of Microsoft Dynamics ERP into your business?**

Bambach Wires & Cables are planning to implement Fixed Assets Register and Fixed Asset Maintenance in the near future.

Other areas of interest are SharePoint for document management, Business Intelligence Cubes – in particular Hands-on Systems Manufacturing Cube for enhanced reporting on Manufacturing and output, as well as CRM for marketing, campaigns and customer relationship management.

### **Why did you choose Hands-on Systems as a solution provider?**

Bambach Wires & Cables wanted a solution provider with manufacturing knowledge who could support the old version of software. It was imperative that the provider understood ERP & how it should be used, ask questions, listen to them and find synergy. Overall it needed to be a value added process.

Bambach Wires & Cables wanted their provider to have tenacity. “We find the Hands-on Systems staff are outstanding and we have our own dedicated Account Managers who looks after the site and finds the best fit resources for particular jobs”. Also they appreciate the willingness of senior staff to listen to client feedback & agree where appropriate & act accordingly.

Hands-on Systems also has an infrastructure/engineering department which performs monthly maintenance and keeps system clean & efficient. They also provide a Strategic IT Plan which is regularly monitored and updated which allows Bambach Wires & Cables to plan ahead and budget.

Lastly “Bambach Wires & Cables know we are not in the IT business and that’s why we have Hands on Systems to interpret it for us – making sure it is a partnership”.

### **Do you have any hints for a company about to embark on selecting and implementing a new business management solution?**

Bambach Wires & Cables make the following recommendations to any company looking to implement a new business management solution:

“Make sure you take ownership of your data, know your business processes and be able to explain them and have an internal project manager who knows how they map together, where the departments interface and the impact data mistakes can make. Try not to over complicate your processes so you can avoid unnecessary customisations and don’t be shy to ask until you understand. Lastly, allow time for the necessary training and have a strong internal support structure in place so you can maximise the benefits of the system as soon as possible.”

For more information on Bambach Wires and Cables please go to [www.bambachcables.com.au](http://www.bambachcables.com.au)

To contact Hands-on Systems please go to [www.handson.com.au](http://www.handson.com.au) or contact [sales@handson.com.au](mailto:sales@handson.com.au)

