DXC
TECHNOLOGY

A single source of truth transforms Makinex's business operations

CUSTOMER
Makinex Pty Ltd

LOCATION
Sydney, Australia

INDUSTRY
Manufacturing

Challenge

- Disparate systems on multiple platforms across the global business
- Double handling of data caused inefficiencies and errors and a lack of timely and accurate real-time reporting
- Management unable to measure employee and company achievements, and fragmented processes for customers and suppliers led to low satisfaction

Solution

- The implementation of SAP Business ByDesign, an integrated, cloud-based enterprise resource planning (ERP) solution
- The integrated and seamless cloud ERP solution offers rich functionality, a user friendly, web-based interface and real-time reporting, with multi-country and currency capabilities
- Pre-and post implementation testing and staff training by DXC

Results

- Significantly improved management oversight and full visibility across global operations, instant access to real-time data and reports, and improved communication with staff and customers
- Improved cash flow due to timely and accurate processes from customer orders through to payment, and better insight into stock availability and manufacturing cost control with the ability to create more accurate forecasts across all geographies
- A single source of truth providing deeper business insights and accurate and timely reporting driving better customer engagement

A single source of truth transforms business operations

An Australian owned company operating in global markets since 2004, Makinex is an expert in the design, development and distribution of innovative construction, landscaping and infrastructure products for the global construction, landscaping and equipment hire industries.

Makinex is about making inefficiencies extinct, with the name itself derived from this driving force. The company strives for continuous improvement and offers unique, innovative and practical product solutions that provide contractors and tradespeople with more efficient ways to do their jobs while saving time, physical effort and money.

With plans to expand the existing designed product range, and a commitment to ongoing research and development, Makinex seeks to make an impactful difference on the global construction industry through the provision of truly unique and innovative Australian designed quality products.

Challenge

Makinex had experienced tremendous recent growth in local and global markets, particularly with its own line of designed and manufactured products. During this rapid growth period, technology and systems had not developed to meet the increasing information demands from management, staff and customers.

With the company operating a variety of systems and spreadsheets across multiple platforms, a lack of real-time data and blind spots for reporting constrained performance. Staff couldn't access the correct end user tools to undertake their roles, and visibility into performance of the growing business was difficult to acquire due to time-consuming manual processes. A lack of integration between operations and other departments, and fractured customer/supplier processes, meant employee productivity and customer satisfaction levels were reduced.

Makinex recognised that their basic accounting system was no longer suitable for their growing business. The company required a comprehensive solution to integrate their data and share information across their global operations.

The selection process

Steve Roddy, group financial controller for Makinex, issued a request for proposal and undertook a comprehensive evaluation of each submission. DXC was selected based on fit to requirements and a proven capability to deliver on a global scale.

According to Paul Weaver, managing director of Makinex, "DXC were well aligned to what we were looking for, both as a platform and a partner company to work with. We enjoyed the values that we shared with the DXC team."

Solution

Transformation is not just for large enterprise but SMBs can also achieve the same streamlined, digitised operations that allow them to compete and grow. Small to mid-size growing companies running disparate systems can achieve transformation at a fixed cost in a short timeframe and leverage the same best practice SAP industry specific workflows that large enterprises do.

To meet Makinex's growing needs, DXC recommended the implementation of SAP Business ByDesign, an integrated, cloud-based enterprise resource planning (ERP) solution, designed to provide business processes across application areas from financials to human resources, with embedded business analytics, mobility and e-learning.

Implemented across their global sites, this cloud-based ERP solution would offer the organisation:

• Instant access to consistent real-time data and reports;

• Streamlined reporting for the accounting team; and

• Improved communication with staff and customers.

In partnership with DXC, Makinex rolled out SAP Business ByDesign as a single, integrated ERP cloud solution covering all functions of the business in Australia, the USA and UK. The complete solution was designed by DXC Australia.

Offering a fast, low cost roll out that catered to Makinex multi-location global nuances, DXC followed SAP best practice and industry specific processes, so no custom development or IT involvement was required.

Steve Roddy, group financial controller for Makinex, commented, "From the word go we felt we had DXC's total support. They guided us through the process and understood our business. That's one of the reasons we chose them as a partner."

Based on pre-defined, best practice processes, the solution offers rich functionality and provides a user friendly, web-based interface and real-time reporting tool. Multi-country and currency capabilities are also included.

"From the word go we felt we had DXC's total support. They guided us through the process and understood our business. That's one of the reasons we chose them as a partner."

— Steve Roddy
Group financial controller, Makinex

"SAP Business ByDesign has transformed our business by providing real-time data to our key stakeholders across all locations globally, enabling them to make informed and timely business decisions."

— Steve Roddy
Group financial controller, Makinex

DXC's membership of the United Value Added Resellers (VARs) global network of SAP partners meant Makinex was able to leverage USA based United VARs partner Seidor to assist with the regional rollout, ensuring the systems' localised and legal requirements were also fulfilled. That resulted in a cost-effective roll out of the same solution to the Makinex USA and UK businesses with minimum effort just two months after the system went live in Australia.

As part of the complete solution, HubSpot, Makinex's marketing automation tool, was also integrated into SAP Business ByDesign. This now offers greater ability to nurture clients with complete integration of marketing leads and data via the website into the ERP system.

DXC were fully involved in testing and staff training, both pre-and post implementation, and continue to support Makinex on an ongoing basis. Roddy commented, "DXC were a great help in the implementation process and certainly in the post go-live process."

Results and benefits

The real-time analytics dashboard provides Makinex with significantly improved management oversight and full visibility across global operations. It also allows detailed transactional analysis and ensures the company can deliver on customer goals while maintaining more consistency in their deliverables.

Management can delegate day-to-day tasks to key users and focus more on strategy. The solution has enhanced business processing across the board, with clear accountability between departments. It has also provided users with access to one system interface, enabling them to better support customers.

Cash flow has improved due to timely and accurate system processes from customer orders through to payment. The business has better insight into stock availability and manufacturing cost control with the ability to create more accurate forecasts across all geographies.

"DXC were well aligned to what we were looking for, both as a platform and a partner company to work with"

— Paul Weaver
Managing director of Makinex

It provides insights to support better decision making, and delivers the relevant contextual information at the point where the job gets done.

This includes access to more accurate and timely monthly reporting for the accounting team due to streamlined workflows.

Makinex can now fully leverage its business data to better understand business trends, success drivers, and critical situations. Overall, both customer and staff satisfaction levels have improved. Roddy said, "SAP Business ByDesign has transformed our business by providing real-time data to our key stakeholders across all locations globally, enabling them to make informed and timely business decisions."

What the future sees

This solution has driven revenue growth due to cost savings across the business with Makinex now seeking continuous improvement in business processes and expansion into other markets. Weaver commented, "We are very excited by what the system has delivered, and look forward to what the next phase has in store for the business."

The focus now centres on ongoing consolidation and learning, to take full advantage of the Business ByDesign functionality. Looking to the longer term, the company has options to consider further integration with logistics and human resources systems.

Makinex continues to grow rapidly, and now has the system capability and ongoing support from the team at DXC to manage that well into the future.

Learn more at
dxc.com/au/practices/sap

Get the insights that matter.
dxc.com/optin

About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. The world's largest companies and public sector organizations trust DXC to deploy services across the Enterprise Technology Stack to drive new levels of performance, competitiveness, and customer experience. Learn more about how we deliver excellence for our customers and colleagues at **DXC.com**.