



## • Overview

The Scouts South Australia organisation planned to upgrade their financial and operational software systems to implement updated software to provide better reporting.

Both the Scout Outdoor Centre and Annapurna retail departments were using out of date obsolete, point of sale software that didn't interface to any cloud-based modern software systems. This meant that the Scouts Head Office didn't have transparency or real-time data from the retail stores.

The decision was made to implement a new modern cloud-based point of sale software system at both stores.

The Scout Outdoor Centre employed a private contractor to assist them with implementing the ERPLY software.



### Darren Johnson

Inventory Manager

*"HDQ implemented the new system into our retail stores and provided us with support anytime we found something tricky to resolve."*

*"We definitely recommend their services as we wouldn't be able to implement the software or update data as successfully without their help."*

## • Challenges

There were a couple of challenges with implementing the new ERP system into the organisation.

Firstly, the initial consultant engaged in implementing the finance and operational system was unsuccessful. The contractor left the project without implementing the new system.

Secondly, there were many incompatibility issues with how the business operations were run. This impacted on implementing the new software.



## Solution ●

HDQ was engaged to rescue the project. They completed the software implementation and solved the incompatibility issues that the previous contractor couldn't solve.

The project was successfully implemented with all the complex challenges resolved, resulting in both stores having simple, easy to use modern cloud-based point of sale software.



## Result ●

The new software has streamlined the inventory database successfully and is easy to use. The data can be easily modified in common tools like Microsoft Excel, which was not able to be done before.

With the help of HDQ Consulting, the retail stores are able to upload data into the new software easily and confidently.

Best of all, the new software provides the head office with remote access and full visibility of both retail stores.

Instead of preparing complicated reports that take days to create, all the data is transparent across all the levels of the business, which saves time and provides real time reporting and dashboards. This means that the head office has complete visibility of the performance of the stores, which they have never had before.