



## • Overview

Scouts SA (a large not-for-profit youth organisation based in South Australia) decided to implement ERP software (NETSUITE supported by ERPLY POS) to replace the outdated and clunky operational and finance systems throughout the organisation. The existing software used by the recycling side of the business could not share data effectively with the Head Office of the organisation, which made the financial reporting historical based, rather than real-time.

In addition, its payroll system was out of date and was struggling to keep up with the evolving new ATO requirements (Single Touch Payroll etc.)

Chief Financial Officer, Tania Hayward, took responsibility for implementing the new ERP system.



**Tania Hayward**  
Chief Financial Officer

*“HDQ Consulting’s experience was unbelievably valuable in helping us to successfully implement the new system. We were in a world of pain when the previous consultant left the project unfinished. Now I can get real-time data quickly, so I can see a potential financial issue immediately and fix it before it is a problem in the business. Thanks to Greg and his team for all their efforts in project managing a successful implementation. I highly recommend Greg and his team for any ERP or financial software system rollout!”*

## • Challenges

There were several challenges with implementing the new ERP system into the organisation.

Firstly, the initial consultant engaged in installing ERPLY left before the software project implementation was completed in Scouts SA’s retail stores. Data integrity checks were not completed prior to the migration, resulting in several inaccuracies and problems occurring post going live. The consultant leaving at this time stalled the finalisation of the ERPLY rollout and left the Scouts organisation unable to commence the next stage of the implementation (NetSuite Accounting).

Secondly, as a large, diverse not-for-profit organisation with multiple separate income streams, accounting is challenging. It includes complicated grants, projects, five business subsidiaries and complex financial management, which is more involved than smaller typical stand-alone businesses. The complication of the five business subsidiaries meant that the organisation had many revenue streams and separate teams that needed to be aligned to implement the software successfully, including some individuals who were challenged with making changes. Finally, one of the existing systems was based on an old programming language (DOS) that has been obsolete for about 20 years. The system was difficult to access and data was difficult to extract and integrate.

## • Solution

HDQ Consulting was engaged to work with Tania and provide Project Management and ERP consulting services to complete the implementation of the ERPLY system. HDQ Consulting worked with Tania and the team to identify the problems encountered with the ERPLY integration. They assisted greatly in identifying the data integrity problems and created a plan for the Scouts team to address the issues. As a result, ERPLY was then able to be successfully utilised as a direct result of HDQ's highly valuable assistance.

After the successful implementation of the ERPLY software, the CEO agreed for Tania to engage HDQ Consulting to project manage the implementation of NetSuite across the whole organisation, starting with one subsidiary at a time.

Greg Hill, from HDQ Consulting, was the project manager for the project. He used his solid project management and IT experience with NetSuite to implement it successfully, on time. Greg's ability to scale his team up or down throughout the project bringing in other team members as required to assist was an outstanding help and gave confidence to Scouts SA. HDQ Consulting took the time to understand the complexities of the business, documented the processes and ensured a successful NetSuite implementation.

The Chief Financial Officer was kept totally informed throughout the project and costs were tightly managed.



## • Result

The end result is that both ERPLY and NetSuite has been implemented successfully and are both live and actively used across the entire Scouts SA organisation. The implementation has now given Scouts SA a highly customised, industry-leading solution to their Payroll, Point of Sale (POS) and Financial processes.

Best of all, the financial processes have been streamlined and now total transparency is available.

Instead of needing to utilise historical-based financial reports that are unreliable, Tania is now able to get real-time data quickly, so she can see an issue immediately and fix it before it is a problem in the business.

It has enabled the organisation to save reporting time, created process efficiency and removed the risk of losing valuable data.