

## Global Organisation improves Productivity and Efficiency with a Sage Accpac Solution from partner, RDA Group

Established in Belgium during the 1950's, Mister MINIT is now a global organisation with over 4000 stores worldwide. In 1967, Mister MINIT saw the opening of its first 'Heel Bar' in the Australasian region.

With around 200 shops, mainly based in shopping plazas, across Australia and New Zealand, Mister MINIT is renowned for providing premium shoe repair, key cutting, engraving and watch services. Mister MINIT Australia and New Zealand is run as its own identity catering for the local demographics in the Australasian region.

With more than 3 million customers trusting Mister MINIT's commitment to premium workmanship and customer service, all team members attend Mister MINIT's National Training Centre in Sydney. Here they learn their trade skills in each of the technical services. Upon attainment of quality craftsmanship, each team member receives a diploma.

With over 100 franchisees and over 300 team members employed within shops around Australia and New Zealand, Mister MINIT recognise that their leading market position and reputation is directly related to the level of customer satisfaction provided. Franchises are only offered to those who have been trained by Mister MINIT and have worked in a store management role for some time, ensuring their brand continues its association with premium customer service.

### Old IT Infrastructure Needing More than Just Repairs

This commitment to excellence and quality needs to be reflected in the information systems that underpin the organisation's business processes. Elia Napiza, the IT Manager for Mister MINIT, is responsible for maintaining the IT infrastructure. To perform her role effectively, Ms Napiza relies on the support of a highly skilled and experienced IT provider - which is now encompassed in RDA Group's services.



Prior to Mister MINIT's relationship with RDA Group, a DOS based system had been built specifically around the organisation's requirements. This system was due to expire and there was a requirement to move Mister MINIT's operations to a Windows-based system to manage their accounting requirements and the relationships with their individual stores and franchisees. As a result, Mister MINIT chose to implement Sage Accpac ERP 5.2 and Sage CRM 5.6.

"We needed to move from an old DOS system to a windows based system and Sage Accpac did what we needed within our allocated budget", said Ms Napiza.

Unfortunately, the initial implementation didn't achieve exactly what was hoped for. There were issues in moving from a system that everyone was comfortable with, to a totally new system with a completely different look and feel to it.

"It required a different attitude and mindset from the accounts team who used the system", said Ms Napiza.

**"The performance and productivity gains Mister MINIT were aiming for are suddenly being realised."**

## RDA Group Provide the Key Solution

All that changed when they turned to the services of RDA Group to upgrade Sage Accpac ERP from 5.2 to 5.4 and Sage CRM from 5.6 to 6.0. As part of the upgrade, RDA moved Mister MINIT from a physical-based infrastructure over to a VMware infrastructure. The move to a virtual hardware infrastructure has given Mister MINIT a more resilient platform to run their applications. “We were looking to achieve significant improvements in productivity and efficiency through the upgrade, and version 5.2 was too cumbersome for our needs and never had a good reputation internally”, said Ms Napiza.

Working with an established and experienced solution provider like RDA Group has improved Mister MINIT’s trust in their business systems; with Ms Napiza’s satisfaction evident saying, “I found I could rely on RDA consultants for quality support when I needed it. They ensured the upgrade project achieved all of its objectives and were there to fix any issues or problems that arose.”

## Secure Support Boosts Performance and Productivity

In maximising their IT investment, Mister MINIT’s head office has mainly used the Accpac solution within their Accounting and Supply departments, taking full advantage of the stock-taking and inventory modules to manage the supply of materials to the different stores and franchises. With their Sage CRM implementation, Mister MINIT has used the CRM as a property solution to manage the rent and leasing arrangements for their entire business - a far cry from the past where the organisation was not utilising their CRM as much as they could have. They now want to expand its use to incorporate all aspects of relationship management with the various stores and franchises.

“Now that we have secure third party support from RDA Group, we can consider doing much more with the systems we currently have in place”, said Ms Napiza. The performance and productivity gains Mister MINIT were aiming for are suddenly being realised. By collaborating with an experienced solution provider such as RDA Group, Mister MINIT has the utmost confidence they have the support they need for their business, now and into the future.

## CHALLENGE

Mister MINIT required an experienced and knowledgeable solution provider to upgrade their existing IT infrastructure and help them maximise their substantial solution investments.

## SOLUTION

RDA Group implemented a comprehensive solution upgrade, consisting of the Sage Accpac ERP v5.4 solution and Sage CRM v6.0.

## RESULTS

Through their collaboration with RDA Group, Mister MINIT has a 360° complete view of the business and is now seeing effective gains in terms of performance and productivity across their different stores and franchises.

## About RDA Group

RDA Group is a national IT consultancy firm, providing premium IT services to businesses around Australia. We focus on finding the best solutions - both IT Network Infrastructure and Business Software Systems - for corporate and government organisations. Call 1300 554 535 or visit <http://www.therdagroup.com.au>.

## About Sage Business Solutions

Sage Business Solutions provide end-to-end financial accounting, Enterprise Resource Planning [ERP], Customer Relationship Management [CRM] and Business Intelligence software solutions. Call 13SAGE or visit <http://www.sagebusiness.com.au>.