



DXC Oxygen

A single source of truth transforms business operations

Client name: Makinex Pty Ltd

Location: Sydney, Australia

Industry: Manufacturing



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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 by Design, 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 Oxygen

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

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 Oxygen, part of the DXC Technology global SAP team, 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 Oxygen 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

DXC understands that transformation is not just for large enterprise. 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 Oxygen recommended the implementation of SAP Business by Design, 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 Oxygen, 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 Oxygen in Australia.

As the leading SAP solutions provider in Australasia, DXC Oxygen specialise in using SAP's world-leading technology to solve real business problems and provide measurable business value. Offering a fast, low cost roll out that catered for Makinex's multi-location global nuances, DXC Oxygen 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.

DXC Oxygen'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 Oxygen 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.

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 “At this early stage, 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 Oxygen to manage that well into the future.

About DXC Oxygen

DXC Oxygen is the leading specialist SAP solutions company across Australia and New Zealand. We use the latest SAP technology to help customers perform better so they can grow, improve and compete in the digital economy. We specialise in enabling digital business transformation, deeper customer engagement, asset management optimisation and the provision of powerful analytics for better performance insights. Backed by the global strength of DXC Technology, the world’s leading independent, end-to-end IT services company, we deliver tangible benefits to our customers that focus on driving out value, and maximising return on their SAP investment. DXC Oxygen is a certified SAP services partner and a platinum SAP channel partner and has achieved Partner Centre of Expertise certification from SAP. Since 2004, DXC Oxygen has been a consistent winner of SAP’s “Best Implementation” awards.

About DXC Technology

DXC Technology, the world’s leading independent, end-to-end IT services company, manages and modernizes mission-critical systems, integrating them with new digital solutions to produce better business outcomes. The company’s global reach and talent, innovation platforms, technology independence and extensive partner network enable more than 6,000 private- and public-sector clients in 70 countries to thrive on change. For more information, visit www.dxc.technology.