



myob

Exo
Platinum
Partner

ABD Poultry

'The implementation couldn't have been better. We were dreading the changeover but found it very easy'

Summary

Based in the Brisbane suburb of Hemmant, ABD Poultry is an Australian owned family business which, for the past 25 years has been delivering high quality fresh and frozen poultry products throughout Queensland. Supplying wholesalers, processors, butchers, cafes, restaurants and the general public, ABD's dedicated and highly trained staff are committed to producing a high quality, well-priced product and ensuring that their customer service meets the specific needs of their valued clientele.

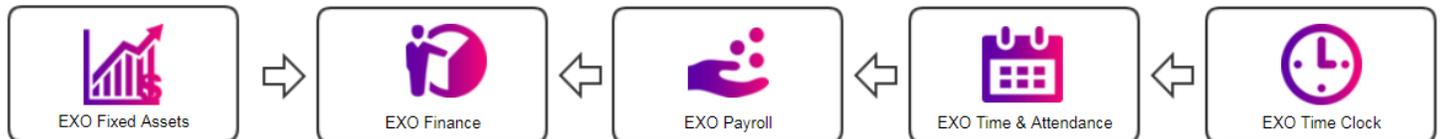
Purveyor of Fresh & Frozen Poultry Products

For ten years, ABD used True ERP which worked well for Sales but ongoing issues with speed, lack of support, system glitches and functionality of the Payroll and Accounting modules led to the hunt for an alternative. Google searches resulted in multiple forums with businesses discussing their experience with Exo. As the Exobiz offices were situated only a few kilometres away, it was a straightforward process to book an appointment for a demonstration of the Accounting and Payroll software.

Key drivers for the change to Exo were the proven stability of the system and the availability of timely and locally based product support. Additional benefits have been more powerful reporting and integration of accounting, stock management and payroll functions.

Challenges

Despite the frustration with their old software system, many ABD staff resisted the change to Exo. They had been working with True ERP for over ten years and were comfortable with their level of knowledge of the program so understandably, were anxious about having to learn new systems and processes. Resistance to the change created flow on effects in that even though these staff members had attended training sessions, they failed to achieve the necessary competency with Exo prior to Go Live.



Outcomes

Despite initial resistance, staff are now comfortable with the change to Exo and appreciate the speed with which they can complete invoice runs, the variety and depth of reporting and the fact that Payroll processing is now a two hour job, not a full day as it was in the old system. Learning the new software is still an ongoing process but the level of local assistance, troubleshooting and additional training provided by EXOBIZ means that ABD staff are able to feel supported in their learning journey.

ABD Poultry's Implementation Experience

It was great that we were able to use the training rooms at the EXOBIZ offices which allowed us to focus on the training without distractions. The Consultants who were on site for Go Live were fantastic and resolved any problems on the spot. Post implementation support has also been excellent with easy access to the knowledgeable and friendly Consulting staff who are able to resolve issues and provide guidance through phone, email or onsite support.

The change MYOB Exo Business has delivered by the EXOBIZ team provided an even better outcome than what we had originally hoped to achieve.

