

# Client Case Study

“We required a fully integrated system that was affordable, easy to learn and use, and could be implemented quickly and efficiently. We also required a solution provider that would work with us to make sure we are always completely satisfied with our system.”

**Ken Downies,**  
**Managing Director,**  
**Downies.**

## Downies

Established over 70 years ago, Downies has evolved from a small start up company to the largest numismatic conglomerate in the southern hemisphere. Downies are recognised as Australia’s leading coin and banknote professionals. Downies offer a large range of professional services to satisfy all areas of their market- encompassing public auctions, mail-order and retail.

### Challenges

- The pre-existing software was incapable of adapting to developing demands, could only focus on single functions and was costly to maintain.
- Stock management, retail sales and logistics were mostly manual – creating duplication of data entry and inaccuracies.
- Stock pricing and tracking was cumbersome.
- There was a growing web sales component of the business that was not supported by adequate IT infrastructure.

### Solution

- SAP Business One with a focus on Sales, Purchasing, Logistics, Point of Sale, Web Store, Warehouse Management and Stock Management.

### Achievements

- A warehouse management system that controls stock accurately and improves customer service - bringing greater efficiencies to stock take, pick and pack functions and stock analysis.
- An integrated Point of Sale function reducing double entry and errors.
- SAP Business One customisations that have automated many manual processes in the logistics area.
- An integrated Web Store that makes critical real time information readily available to management.

## At a Glance:

**Key Challenge:** Replacing manual processes that required re-keying of data with an integrated system that was cheap and simple to maintain.

**Key Achievement:** By automating processes Downies has significantly reduced double handling of data and made critical real time information more accurate and readily available.

**Industry:** Numismatics

**Solution:** SAP Business One

**Solution Provider:** MicroChannel