



Beaconsfield Home Timber & Hardware



“We chose SYM-PAC in 1999 — they have looked after us for a long time now. They’re always there for us — we feel a very strong bond with them.”

— Rohan Treasure,
Store Owner & Manager



Why SYM-PAC is our choice

- All our information together in one system — SYM-PAC
- Multi Store has given us clear visibility as to what’s going on at both branches
- Integrated General Ledger and Creditors has streamlined our Back Office work flow

Customer Profile

- With SYM-PAC since 1999
- 26 users across 2 locations
- Beaconsfield & Drouin, Vic.
- Buying groups: IHG Home Timber & Hardware
- In business since 1984

Our Customer

Owned and operated by Rohan Treasure, Beaconsfield Timber and Hardware is located in the outer south eastern suburbs of Melbourne. Tucked in between Berwick and Officer/Pakenham, the store was established in 1984 by Gerald Treasure as an independent timber yard.



Trade focus location in Melbourne growth corridor

Melbourne's population explosion over recent years has placed Beaconsfield in the middle of a very strong outer metro growth corridor. From a sleepy rural area back in the eighties, the suburb is now a thriving and busy area. As the area has changed, Beaconsfield Timber & Hardware — or "Beacy" — as it's known locally, has been in the prime position to take advantage of this growth.

"We're about 80% Trade and 20% Retail," says Rohan, "and we're in a great central spot for many local builders who are working close by."

Expansion with second store in Drouin

In 2010 Rohan was able to take the opportunity to purchase what was then Drouin Mitre 10 and expand the business to two branches.

"This was a great chance for us to jump on board and really have a presence at the other end of the growth corridor," he says.

At that time, development growth in Drouin and Warragul had started to expand as people started to look for regional locations within commuting distance to Melbourne.

Why SYM-PAC?

In 1999 prior to the introduction of the GST, Rohan was searching for a GST compliant system, like so many other retailers at that time. After looking at many systems, Beacy chose SYM-PAC after seeing the system in action at other stores.

"The SYM-PAC Timber Tally system was the main benefit," says Rohan, "as well as the simplicity of Point of Sale, and the Back Office reporting."

Everyday SYM-PAC features that support the business

Some of SYM-PAC's basic features that Beacy relies on every day include:

- Point of Sale
- Quotations
- Customer Orders
- Contract Pricing / Discounts
- Debtor Management
- Ordering
- Stock Control
- Loyalty
- Signature Pads and PDAs
- Creditors and General Ledger
- Multi Store



All the information in one place

"We have all our information together in one system — that's a huge benefit," says Rohan.

"And the staff love the system — they pick it up easily and find it very easy to use."

The next stage for Beacy will be the introduction of the SYM-PAC Payroll system to the business.

"SYM-PAC have looked after us for a long time now. They're always there for us — we have a very strong bond," says Rohan.

About SYM-PAC:

SYM-PAC is used by hundreds of stores across Australia, with thousands of individual users getting their jobs done with a SYM-PAC system.

Established in 1991, in 2016 we celebrated 25 years of providing innovative solutions to Australian retailers across a number of industries —

- Timber & hardware
 - Industrial & construction industry supplies
 - Tool suppliers
 - Rural merchandisers & farm supplies
 - Camping & outdoor retailers
 - Electrical appliance retailers,
- and many more.

We cater for a variety of retail structures —

- Buying groups & their members
- Independent retailers with more than one buying group
- Multiple stores or branches with the same owner
- Franchise stores & franchise head offices,

and many varying combinations of the above.

We love bringing practical retail innovation to Australian retailers all over the country.

Our business is built on growing your business, your efficiency, your profits.

To find out how SYM-PAC can work for your business, contact us on:

1800 796 722



SYM-PAC Solutions

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we listen

we innovate

we deliver

Solutions to
get on with
business

