



## CASE STUDY

“It’s the flexibility of SYM-PAC’s system and their ability to assist in improving and refining our business processes to be more efficient, that’s been of great benefit to us!”

Delivering retail, trade and production services to the residents of the Southern Highlands. Part of IHG buying group. Joined Sympac in April 2019.

### Company Name

Gubbins Pullbrook

### Sympac Users

58 Users

### Store locations

5 locations

### Our Customer

Gubbins Pulbrook group (GPG) is the parent company of five Southern Highlands retail and trade businesses. They deliver retail trade and production services to the residents of the Southern Highlands.

Location for the group include administration completed in Mittagong, Moss Vale Retail, Mittagong Trade, Retail Mittagong and Bowral Trade and Frame and Truss.

### Why Sympac

Not only do Sympac provide functional software, with their staff background and knowledge in the industry can also provide sound business advise and explanations on how others may be utilising best practice areas within their business.

Sympac’s approach to the system changeover came with minimal disruption, was well planned. The planning and detail for our implementation was seamless.

The existing long-term partnerships Sympac has demonstrated in the hardware industry, gave me confidence we could continue to grow and develop as a prosperous company using Sympac.

The easy to use point of sale system integrates seamlessly with our back office general ledger, creditors, payroll functionalities and reporting full stop. This is why we chose Sympac for our business operations.

## Features we rely on

- + General Ledger with divisional reporting capabilities
- + Business management tools with real time information contract pricing and discounts
- + EPG Builder to maintain stock control, supplier pricing and orders
- + Suggested Ordering TBO – To Be Ordered system
- + Security system based on roles and responsibilities Margin Exception Reporting
- + Sympac’s product offering enables us fast access to the figures in our system, enabling us to make informed decisions, accurately.

“We have all our information together in one system – that’s a huge benefit!”

## Huge improvements upon install

Automated document sharing between locations is amazing, having access to each store’s quotes/ customer orders, invoices and statements makes life easy.

Having access to the real time up to date information in a divisional analysis and profit and loss allows us to make informed decisions with confidence.



Purchase ordering, price competitiveness and consistency are challenging within our business, they are intensive and time-consuming said Nick and Steve. SYM-PAC has sped up and streamlined our purchase ordering process enormously.

EPG Builder allows our group of stores to electronically keep our supplier pricing accurate and up to date which in turn results in tight margin management on our products. This cracker of a product also allows us to easily change pricing, adjust markups / margins introduce new products and ranges.

## Favourite Sympac features

- + EPG Builder – keeps our products and ranges up to date electronically including latest costs from suppliers allowing us to maintain margins easily.
- + Sympac’s TBO system is the best procurement system out there!
- + Security system allowing you to lock down what staff can see and do. This also allows you to see what your staff are doing at any time.
- + Margin Exception Reporting
- + Having access to the real time up to date information in a divisional analysis and profit and loss allows us to make informed decisions with confidence.

