

CASE STUDY

CLIENT:	WETiT
INDUSTRY:	Agriculture
LOCATION:	New Zealand
PRODUCT SUITE:	EXO Business
MYOB ENTERPRISE PARTNER:	Aztech Solutions

Overview

WETiT is a small business, based in the Waikato, designing and manufacturing automatic teat sprayers for dairy farms.

Demand is predominantly seasonal, so the bulk of manufacturing work is done over a few months of the year in order to meet customer demand.

Founded over 16 years ago, the business employs nine staff and offers a high level of ongoing customer support.

Every customer has a record that is updated with every communication. WETiT also keep in touch with potential purchasers and a record is maintained for every one to keep track of progress.

Client management

Office manager Karen Crisp says WETiT began using MYOB EXO Business in 2007, after deciding to look for more flexible software.

“Our old system didn’t cater for our customer management and research and development requirements,” she says. “We needed something which we could adapt for our needs and had the ability to produce good reporting.”

“Our main concern was client management and finding software which would help us with our unique delivery and installation requirements.”

Meeting unique requirements

MYOB EXO Business has proved it’s worth at WETiT, meeting the majority of requirements the business was initially looking for.

“The clarity report designer has been absolutely terrific for WETiT,” Karen says. “It enables you to create new reports pretty much on the outcome of your choice.”

“Being able to add ‘extra fields’ has also helped address some of the unique aspects of our requirements.”

“These extra fields record non-standard information in any format required, which can then be very effectively sorted and reported using the clarity report designer.”

Ticking off the benefits

Karen says since installing the software, she has noticed a number of benefits for WETiT.

“Our scheduling of installation work has improved immensely,” she says. “And the ability to access a report for any outcome has given us improvements in many planning areas.”

Karen says staff easily adapted to using MYOB EXO Business, meaning WETiT can now have immediate updates to customer records.

“Efficient customer service is very important to us,” she says. “By having up-to-date, easily maintained records we can ensure we are doing this to the best of our abilities.”

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Partner support

Karen says the whole process has been kept on track with help from Doug Jones at Aztech Solutions, an MYOB Enterprise Solutions Partner.

“Aztech Solutions installed the software for us very efficiently back in 2007,” she says. “Since then we have worked together whenever we needed more added to the product.”

Doug Jones says he has watched WETiT grow from strength to strength in the time he has been working with them, and has seen MYOB EXO Business grow with them to meet any new requirements.

“We’ve worked closely with WETiT to shape the product to meet their needs,” he says. “MYOB EXO Business is a product that fits their business very well.”

Client and Enterprise partner details

www.wetit.co.nz

www.aztech.co.nz



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