Date of publish: 30-01-2023

Nelson Australia Automates Processes with SYSPRO

Custom-built EDI application bolsters customer satisfaction

Nelson Australia

Established in: 1994

Company size:

Customer Profile

Established in 1994, Nelson Australia is a subsidiary of Nelson Irrigation Corporation in the USA and a leading distributor of technologically advanced irrigation equipment in the Australian and Asia Pacific markets. With offices in Brisbane and Perth, the company boasts an international reputation for providing efficient, sustainable and dependable irrigation equipment to the agriculture, landscape, golf and mining industries through a network of qualified dealers.

Their Business Challenge

A SYSPRO customer since 2004, Nelson Australia implemented SYSPRO's Product Configurator in 2006, gaining control over sales orders and inventory with real-time accuracy. In 2009, one of Nelson's largest customers, Reece Australia, made integration into its Electronic Data Interchange (EDI) system mandatory for all its suppliers.

The Solution

SYSPRO partner ProActive Integrators developed and implemented a custom-built EDI application that polls Reece Australia's EDI system for all Nelson's inbound sales orders. If a sales order document is found, the application downloads it, creates a transaction log, and converts the document to XML format using SYSPRO's auto-import tool, the Document Flow Manager.

The Outcome

The project was an unqualified success. Once integrated with Reese Australia's EDI, Nelson Australia's new application auto-imported sales orders into SYSPRO and sent a notification to the relevant Nelson employee as well as to Reese to acknowledge receipt of the order.

> "
> "We have rid the sales process of paper, streamlined our sales reps' activities, and received extremely positive feedback from employees and customers. Going forward, we are confident we can plan our future automation projects with SYSPRO."
> **– Willem Meyer,** Chief Finance & Operations Officer, Nelson Australia.

SYSPRO
Say Yes to Next

SYSPRO Benefits to Customer
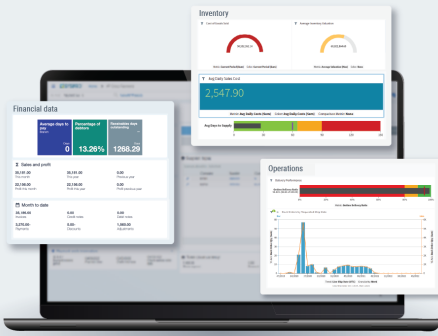
- Increased quality of financial data
- Enhanced customer satisfaction
- Improved productivity and accuracy through mobility and real-time data
- Smooth interoperability with best-of-breed third-party products
- SYSPRO Integration Framework opens secure connections to SYSPRO's business logic
- Eliminated paper from the sales process
- Streamlined sales representatives' activities

In addition to meeting Reese Australia's requirements, Nelson Australia automated its sales order and invoicing processes, thereby eliminating an enormous amount of paper shuffling and minimizing the likelihood of errors cropping up during data entry. This substantially reduced labor, increased the quality of financial data and improved service levels to this important customer.

Nelson Australia has a complex pricing structure, with buyers' groups, monthly specials, and wild cards that offer customers extra discounts. The processes needed to handle those transactions are not native to SYSPRO and the requirements were too complex to build in-house, so Nelson Australia engaged ProActive Integrators to ensure a positive outcome.

Poorly built or integrated third-party software can create ERP difficulties such as duplicated data. To surmount those problems, SYSPRO provides tools that facilitate interoperability with best-of-breed third-party products such as those created for Nelson Australia. When SYSPRO integrates with an external process or third-party application, the SYSPRO Integration Framework opens secure connections to SYSPRO's business logic.

The process preserves SYSPRO as the single source of truth while granting direct interaction with the SYSPRO database to external programs like Nelson Australia's quotation tool. Security, validation and control are maintained through business objects or through an automated transaction queue managed by the SYSPRO Document Flow Manager.

SYSPRO
Say Yes to Next

About SYSPRO

SYSPRO is a leading, global Enterprise Resource Planning (ERP) software provider, specializing in key manufacturing and distribution industries. Our Industry-built solutions and services are designed to make things possible.

SYSPRO's ERP solution empowers customers to take the next step – whether it is expanding into new territories, adding new product lines, transforming business processes, or driving innovation. Through our ERP software, customers gain access to solutions, processes, and tools to assist in the management of data for key business insights and informed decision making. The solution is scalable and can be deployed in the cloud, on- premise, or both, and accessed via the web on any device to provide customers with choice and flexibility.

As a trusted advisor, SYSPRO remains focused on the success of partners and customers. With a strong commitment to channel partner growth, SYSPRO customers are backed by a team of global experts that drive maximum value out of IT systems and business solutions. We are committed to addressing the unique needs of our customers, enabling them to easily adapt and remain resilient. Our evolving solutions are aligned with industry trends and leverage emerging technologies that will enable partners and customers to secure a digital future and to gain a competitive advantage.

Learn more about SYSPRO's ERP solutions at **www.syspro.com** or contact us on info@syspro.com

SYSPRO
Say Yes to Next