



ELECTROMEK PTY LTD

Electro-Mechanical Hardware

Website: www.electromek.com.au

Location: Australia

Integrations: Uses DEAR as a standalone solution

ELECTROMEK PTY LTD USES DEAR
INVENTORY MANAGEMENT DATA AND
DETAILS TO MAKE BIG STRIDES IN A
TIGHT AND COMPLEX INDUSTRY.

THEIR STORY

Electromek Pty Ltd had it together before DEAR ever came along. The modest Australian firm provides high performance power products and tailored thermal management solutions to defence, railway, industrial and communication markets primarily in the Asia Pacific Region.

Some of the company's clients were extremely big and others were very small, but they all found a firm and reliable partner with Electromek Pty Ltd.

The company's focus on "under the surface" quality gives them an edge. This included financial stability, local support, staff experience, and more.

In some ways, the company had every piece they needed to thrive years to come. But they noticed that they could close the efficiency gap by improving their inventory management. With the addition of



thorough inventory management software, software, they could excel at a much higher level.

Enter DEAR.



KEY CHALLENGES

- **Inability** to easily track profit margins.
- **A lack of comprehensive inventory management** for tracking stock and reviewing sales process.
- **Professional form image** for customers.

KEY SOLUTIONS

- The addition of the **splitting orders feature**.
- **Simple automations** for stock management.
- The use of three main features: **Multi Currency, Split PO's, Split SO's**.

KEY RESULTS

- Software that **takes care of itself**.
- **Flexible stock management**.
- **Comprehensive training videos** for new hires and anticipated short-term growth.

THE CHALLENGES

The team needed innumerable inventory management features to manage stock and records, review the sales process, and integrate order splitting, among many others.

The company's primary challenge was incredibly simple. The team had no clear way to manage stock levels. This quickly became a pressing problem. While Electromek is still a young company, they potentially underappreciated the importance of inventory management. Being able to track the sales process is pivotal. The company was well aware of their fresh status in the industry. When asked about DEAR's impact initially, the company had this to say. "[DEAR} is a professional software system, of course when we started our business, we were new so it took time to become professional to the customer."



THE SOLUTIONS

“Multi Currency, Split PO’s, Split SO’s. All these features enable us to service the customer professionally without any confusion either side.”

The company was able to get DEAR off the ground extremely quickly. “DEAR was very simple to install, we were a new business at the time and all the features were ideal. We did seek help setting up our templates for the forms, otherwise it was very easy to implement all the features ourselves.”

With this, they were up and running. Electromek knew they had a lot of small aspects of their inventory management to get a hold of. Fortunately, DEAR was up for the task.

When asked about what feature the company found most useful and effective for the business, there was a lot covered. *“Multi Currency, Split PO’s, Split SO’s. All these features enable us to service the customer professionally without any confusion either side.”* These features helped in various ways. “DEAR saves us a lot of time, but also allows us to remotely see what inventory we have!”

THE SOLUTIONS

The company appreciated the versatility and professionalism of the software. "DEAR certainly assisted with the professionalism of the software and associated forms the customer ultimately sees. The specific feature that allows us to accommodate more business is the multi-currency feature, we purchase mostly ion foreign, but sell in both foreign and local currencies."

The company knew exactly what they needed to hold onto to grow their current operations. They also enjoyed a specific module above all others. "The module most used is the sales module, splitting orders feature is the best improvement since we joined, very easy to understand and manage."

Overall, the company hit a really important point- financial data. Without information, a company is unable to make informed de-



isions. "DEAR is perfect..it enables us to trace easily the whole sales process showing us our profit margins along the way!"

We love to hear that not only is Electromek able to utilize so many features and modules, but they can do so while tracking their ever-important profit margins.

THE RESULTS

Like many of DEAR's other customers, time, or time management, is an essential component of their success. We asked How have the company has found additional time to focus on other areas of business' development since implementing DEAR, and we got a wonderful answer. "Now I don't have to worry so much about the stock management, it takes care of itself, and better still, when we do employ more staff it is self-explanatory through the training videos."

While so many inventory management providers tout all the special features, we love it when a client is satisfied with concise results. When it comes down to it, a customer needs a system that "takes care of itself."

We also asked the company how restocking, reordering, and the small daily things of inventory management changed the



business. "DEAR is perfect for managing our stock levels, we stock a lot but not everything, DEAR is flexible in letting us manage exactly what we need."

Electromek is at a fascinating crossroads. The company is still so young, so any major change in the backend now will give them a massive advantage. The company is still figuring out exactly what they need to be to thrive. After discussing the business with the company, we think DEAR will help them tremendously along the path.





IS MANUALLY MANAGING YOUR INVENTORY AND FULFILLMENT PREVENTING GROWTH?

Leverage the power of multi-module DEAR Inventory Management software to take your business to the next level. We keep the moving parts of your business all in one location, while automating time consuming tasks, whether you are in retail, wholesale, or manufacturing.

Visit www.dearsystems.com to begin a 14-day Free Trial.