



SUCCESS STORIES

CUSTOMER

G. James Glass & Aluminium

INDUSTRIES

Construction: Commercial & Residential- Glass & Aluminium manufacturer

LOCATION

Queensland, New South Wales, Victoria, West Australia, New Zealand

SOLUTION

V6

AUSTRALIA'S LEADING GLASS AND ALUMINIUM MANUFACTURER STREAMLINES PRICING AND PRODUCTION PROCESSES USING BEST-OF-BREED SOLUTION FROM SOFT TECH

Telling people you're in 'fenestration' may have those unfamiliar with the term thinking you're frustrated with not finishing anything which sounds plausible but not even close. In fact, it's all about windows as described in the Concise Oxford dictionary:

fēnēstrā'tion *n.* an architectural term meaning the *arrangement of windows in a building*

G. James Glass & Aluminium is the industry leader in fenestration and has been for over 90 years and the company plans to continue being the leader for at least another 90 years or more using software from Soft Tech.

THE BUSINESS SITUATION

G. James Glass & Aluminium is a group of vertically integrated companies with a core competency in the design and manufacture of a broad range of aluminium and glass products distributed and installed in commercial and residential buildings throughout Australia and New Zealand. The need to maintain its competitive position in the market place was the key driver behind the decision to go looking for a pricing and production tool that would enable the company to streamline key business processes, more efficiently disseminate knowledge and information to staff, and ultimately improve responsiveness to customers.

Mr. Lewis Saragossi, Managing Director, recalls the good old, bad old character-based dos system G. James had been using for 10 - 15 years which was struggling to accommodate business growth with limited flexibility, limited enhancements and a distributor whose relationship with the software owner was indifferent at best. G. James had extended the old system's useful life by "pushing it to the limits of its functional capacity" and with no clear development path the decision was made to replace it about 8 years ago with v1.5 of Soft Tech's PC-based system which, would later be known as V6.

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SOFT TECH DEVELOPMENT AND UPGRADE PATH PROTECTS LONG-TERM INVESTMENT

Over the next 8 years or so, G. James would make the quantum leap from the old text/character based estimating system through several version upgrades and milestones to the drafting/drawing system V6 has become today and Mr. Saragossi notes the significance of several milestones.

From the humble beginnings of the PC-based version 1.5 with just 6 users to version 2.0 which introduced G. James to networked computing in a server based environment and accommodated 100 users. Version 2.0 effectively centralised the management of the database which was rolled out to the production and pricing parts of the business and connected 25 dispersed branches from Perth to Cairns. Database development and training moved in-house effectively giving G. James more control over

how the product was developed to support the business.

Version 3.0 delivered more flexibility and more options to around 150 users and managers within a very stable environment. Users are well pleased with a GUI front end which is easy to navigate with options that are easy to understand.

The decision to purchase a particular software system is as much about the sustainability of the relationship between the business and software vendor as it is about cost and functionality - if the relationship isn't progressive the rest becomes irrelevant. The progressive relationship between G. James and Soft Tech has enabled both organisations to move through various stages of step-by-step development and the roll-out of continually enhanced versions of the software over many years. The nature of that relationship has

protected G. James investment in Soft Tech's V6 product and Mr. Saragossi confidently says that as far as he's concerned,

"The **V6 product** is best-of-breed and Soft Tech has a good understanding of our needs so we're happy to keep using V6 as our pricing and production tool."

Lewis Saragossi, Managing Director - G. James

V6 - EXCELLENT TRAINING TOOL

The codifying of business knowledge and information into an electronically available information source has enabled the dissemination of more knowledge and information about products to more users and customers than has been possible in the past. V6 has proven to be an excellent training tool.

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THE 'HOLY GRAIL' IN PROCESS AUTOMATION - PORTING CUTTING SIZES FROM V6 TO EQUIPMENT

Each version of V6 has incrementally streamlined workflows and assisted critical business processes throughout the pre-production process which is demonstrable evidence of the V6 product's capacity to scale to the growth needs of the business. Mr. Saragossi is enthusiastic about the next phase in the automation process - porting cutting sizes from V6 directly to production equipment and the functionality already exists in V6 to do this.

"The move to V6 which is a drafting/drawing backed system has helped us improve responsiveness to customer needs and maintain our competitive position in the market place"

Lewis Saragossi, Managing Director - G. James

HIGHLIGHTS SUMMARY OF MOST BUSINESS VALUE

- V6 - QUOTING, PRICING & MANUFACTURING SYSTEM
- PROGRESSIVE AND SUSTAINABLE RELATIONSHIP WITH SOFT TECH
- SOFT TECH'S COLLABORATIVE MEETINGS WITH USERS
- IN-HOUSE DATABASE DEVELOPMENT AND TRAINING

KEY OUTCOMES

- ROLL-OUT OF ENHANCED VERSION UPGRADES WITH FEATURES OF VALUE TO USERS
- V6 ENABLED CONVERSION FROM PAPER-BASED TO ELECTRONIC INFORMATION SOURCE FOR TRAINING AND DISSEMINATION OF INFORMATION
- STREAMLINING OF WORKFLOWS AND PRE-PRODUCTION PROCESSES
- PROTECTION OF LONG-TERM INVESTMENT IN THE DEVELOPMENT OF V6

- G. JAMES HAS CONTROL OF FUTURE DATABASE DEVELOPMENT

ABOUT G. JAMES AUSTRALIA

Today, G. James Australia Pty Ltd is a group of vertically integrated companies specialising in the design and manufacture of a broad range of aluminium and glass products installed in commercial and residential buildings. The original business was started by the late George James in 1917 in Brisbane and has grown to become the most prominent business in the aluminium and glass industry with an extensive branch network across four states.

FOR MORE INFORMATION VISIT THE WEBSITE AT WWW.GJAMES.COM.AU

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