

transacta

customer careware™

Transacta provides
Tyco Water Dynamics
with flowing trade
foundation

tyco
Water

Object
CONSULTING

we live IT

Business challenge

With 21 stores throughout regional areas in all States, over 10,000 products and 11 disparate databases, global conglomerate Tyco's Water Dynamics division required a robust POS system to provide a common retail and trade platform across the entire business. Water Dynamics was also looking for process improvements through better inventory and supply chain integration and better management of its creditors, debtors and working capital.

Tailored solution

Water Dynamics selected the Transacta In-Touch POS system because of its unique and detailed trade and retail functionality and its proven ability to deliver.

The Transacta Team embarked on an extensive requirements gathering and detailed process mapping exercise to offer a tailored solution. The project preparation phase defined the business requirements associated with the POS implementation. These requirements were developed in conjunction with key business representatives, through a series of site visits, process documentation, reviews and workshops.

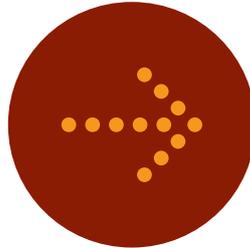
A number of operational staff was flown in to Water Dynamics' headquarters in Nowra, NSW, to assist the project team in implementing the solution.

SAP integration

Crucial in the implementation was integration with the SAP back-end. The Water Dynamics' SAP system (manufacturing version) provided a single central repository of business information for the organisation. Due to issues with product identification, Water Dynamics put in considerable effort to achieve clarity in its base product data. Customer, product, price, store and inventory details were maintained in SAP and downloaded to Transacta. Transactions, end-of-shift and summary-reconciliation details were uploaded from Transacta to SAP. The SAP integration followed smoothly, rationalising all databases across its store locations.

Results

The In-Touch system successful roll-out is testament of Transacta's focus on this niche trade market. Within six months, Transacta replaced a number of systems for Tyco Water Dynamics; successfully integrated its In-Touch system with SAP; and, introduced a common business process across the business. This has resulted in an integrated footprint, leading to a consistent process and culture across the entire business providing the foundation for future growth.



The number of locations on a single go-live, the enhanced master data and business processes represent a massive achievement - a necessary foundation for Water Dynamics into the future...

John Fehon, Finance Director and Project Sponsor, Water Dynamicsseum

If anyone was remotely connected to the world of business system implementations, they would empathise how daunting a task it is to transition a business unit that is operating on 11 disparate databases, three systems spread across 21 locations all over the country onto a monolith of a system called SAP. And add to that, implement and interface another state of the art system for retail, Transacta. But Water Dynamics has done it ...

Harish Maganti, Water Dynamics Project Manager

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Transacta is a wholly owned subsidiary of Australian company Object Consulting. Established in 1999, Transacta specialises in the development and sales of software and services to mid-sized retailers in the Australian, New Zealand and Asia Pacific markets.

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