



TMS Group ROI Study

Company Name:	TMS Group Industrial Services (PTY)Ltd
Industry:	Industrial Industries
Number of Employees:	400 permanent staff
Number of Users:	44
Previous System:	Pastel Partner
Implementation Cost:	R 570 000
Return on Investment:	13 months

Meeting the needs of the International industrial services market

A wholly owned subsidiary of the JSE-listed group, Bidvest, the TMS GROUP plays a dynamic role in meeting the needs of the International industrial services market. The company's six business divisions encompass SPI (Scaffolding, Painting and Insulation), Industrial Cleaning, Topflight (Hydraulics & Pneumatics), Manpower Facilitation, Saudi-based AYTb / TMS consortium (industrial cleaning to the petrochemical, oil and gas industries) and Specialised Services.

Because the business is quite diverse across the six divisions, they have found that they can apply all the different modules of SAP Business One to deliver value. It's a broad range of processes covering everything from financials and logistics to service management. SAP Business One allowed them to optimise and automate many of their processes which ultimately allowed TMS to be more effective in spending time offering better service to their customers. The end result was that it took only 13 months for the SAP Business One implementation to pay for itself.

According to Carla Tolmay, IT and Applications System Manager at TMS, one area where they needed additional functionality was in the maintenance of their vehicles and equipment, and Bluekey developed this functionality. "Bluekey plugged this hole with an add-on with exactly the same 'look and feel' of the rest of the system - so users were immediately productive with a minimum of training."

TMS has grown by at least 30% per annum since the implementation of SAP Business One. Explains Tomay: "We have been able to achieve this growth without the need to take on additional administrative staff, and we still have capacity within the system for further growth."

Another area where TMS really felt the benefit was in the reporting side, says Tolmay. "We now have a single view of the truth; we know what is happening in our business at all times, so we can be more proactive. It's also made our lives easier, especially in the finance department; reporting is now a key enabler." She adds that drill-down capability in SAP Business One is fantastic gives them a 360° view of the business at any time without having to go in and out of documents or modules. "So we can deal with customer queries then and there - and move on"

On a day-to-day basis, staff are comfortable carrying out their regular functions. And paperwork flowing around the business has been reduced dramatically. So has the time taken to act on exceptions within the business or to get management approvals on the exceptions. "Overall, the benefits are apparent throughout the business. Everything flows more smoothly and the many late evenings reconciling, or compiling information from a variety of source - or even just trying to keep on top of the daily workload - are a thing of the past"

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