

“Apart from streamlining our current corporate clients ordering process, the major benefit after implementation of Electron Commerce is that it enables us to approach major local government tenders with a peace of mind of knowing that we have the procurement software required to service the largest supply agreement”, said Robert Henderson, Company Director of Henderson Office Products



## Delivering the benefits of Procurement to Henderson Office Products

A rapidly growing company, Henderson Office Products is a Melbourne based office products supplier, with an office in Chirnside Park. Henderson currently services over 8,000 office products to more than 140 customers across Melbourne, Regional Victoria and Southern New South Wales.

### Challenges faced

Henderson wanted to automate routine tasks and streamline its order processing workflow. Prior to implementing Electron Commerce, Henderson managed its sales order manually using paper fax and phone ordering process, making it difficult and tedious to keep track of.

“In order to increase our company attraction to larger corporate clients, we need to implement a user-friendly real time order/procurement system, allowing flexibility in specific customer pricing and inventory issues. The system was required to handle multiple client priced supply details. Electron Commerce was able to create the system required”, said Robert Henderson, Company Director of Henderson Office Products.

### The Electron® Commerce Solution

“Henderson selected iP<sup>3</sup> due to its flexibility in customising the system to both our backend requirements as well as being flexible to client suggestions”, said Robert Henderson. Henderson went live with Electron Commerce in October 2003.

Electron Commerce enables Henderson to deliver enriched catalog content to its suppliers. Its network of suppliers are able to manage their own product catalogues, pricing, trading of goods and services - all through a standard, Web-browser based user interface. The visibility offered through order status updates and messaging systems allows their clients to track their order, leading to significant improvement in its turnaround time, and thus enhanced customers satisfaction. “At present our largest client runs Electron Commerce, with 17 various locations, using the same system under one account. All locations run the system with limited downtime and seem happy with its capability”, said Robert Henderson.

With Electron Commerce solution, Henderson also experienced dramatic increase in process efficiencies, reduced error rates in orders and shortened processing cycle times. “Time is slashed with regards to setting up of client price information. We simply allocate a client user name and password to a dedicated pricing format”, said Robert Henderson.

Electron Commerce will play a pivotal role in helping Henderson to meet its sales turnover forecast of approximately 3 million in the next financial year.



Electron™

iP<sup>3</sup> Systems Ltd  
Level 16, 499 St Kilda Road  
Melbourne  
Victoria 3004  
Australia

Worldwide Enquiries:  
Tel: + 613.9682.7551  
Fax: + 613.9682.7553  
<http://www.ip3systems.com>

Features and screen shots shown may not correspond exactly to the released product.

© Electron® and Ether® logo are registered trademarks of iP<sup>3</sup> Systems Ltd.  
Copyright © 1999-2005 iP<sup>3</sup> Systems Ltd, All rights reserved.

