



epitomesoftware
Client
Testimonials

Contractors, Trades, Projects and Construction:

Carrie Stephens. Plumbcraft Limited.

Industry: Trades Distribution & Contracting – Plumbing, Drain Laying & Under floor Heating

“We chose Ostendo because the program looked as if it could suit our needs and knowing that the product was new to the market with continual changes being made to improve the product made our decision easy. We now have more control on stock and ordering. We have efficient and accurate invoicing and stock allocation to jobs.

We also have good inventory knowledge – stock on hand, wasted stock and missing stock. Having job order and inventory control in a service based business is an important factor, I would definitely recommend Ostendo for your operational requirements.”

Susan Sutherland. Talbot Electrical Limited.

Industry: Contracting and Trades – Electrical

“I was introduced by our accountant to Ostendo. I like that we can create what we need when we need it. We have amalgamated several systems into one and we are able to track our jobs accurately. We decided to install Ostendo as we needed to do something better to track our jobs as money was sometimes lost if a job was not charged out. We hoped that in the long run we would recoup both the time and money.

We now have accurate job tracking, so jobs are always completed and charged. We have valuable month end reporting and all aspects of any job are in one system. Ostendo is a good system that can be relatively easily adapted to the individual needs. There is good support and regular updates.”

Kim and Glenn Powell. World Power Limited.

Industry: Trades & Service Contracting – Electronics & Marine Automation

“We wanted a system that handled the GL side of things as well as the job invoicing etc and we needed something more than Business Manager to set us up to be able to handle future growth etc. “

“My initial concern about Ostendo was can it work for our business, and did it do what we want in a relatively simple way? Since we have installed Ostendo we have many benefits including; Tracking costs to jobs more accurately and effectively avoiding the risk of labour and materials not being charged out to our customers. This potentially saves us money and allows us to invoice our customers quicker therefore improving our cash flow. “



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“I like the job software side of Ostendo. It makes it a lot easier for our technicians to understand and use than purely accounting based software. It covers a wide aspect and has the complexity to be setup in different ways to meet our needs. I would recommend Ostendo for medium to larger service industries, those with good admin staff, and I would say that it is very good compared with other similar software and has the flexibility to support most needs.”

Noel Richmond. Richmond Electrical Limited.
Industry: Trades and Contracting – Electrical

“I heard about Ostendo initially from my Accountant. What I like about it is the flexibility in terms of information available for reporting and the ability to customise different areas of the system to suit our business requirements.

We now have more detailed financial reporting. Another benefit is the specific invoice layouts available to different customers.”

Sales, Service, Repairs and Preventive Maintenance:

Mr John Driscoll, CEO, Remote Observation Systems.
Industry: Provides (CCTV) products and systems

“There were one or two things we were unable to do, including the ability to automatically update inventory prices. However, relatively simple manual work-arounds resolved those small challenges.”

“Subsequently though, we did recognise two major issues of a very different nature.”

“For one, our marketing people were concerned that the existing software would not be able to effectively manage future growth.” “They saw the need to be proactive by having the IT already in place when our inevitable expansion reached a certain level. As opposed, that is, to simply being reactive and only doing something after those business levels had been reached.”

“The second compelling issue was about succession. If I retired, or was hit by a bus, my knowledge of the current systems and work-arounds would depart with me. A problem that is typical with a largely one-off in-house developed system that only a few people really understand in any real detail.”

Says Mr Driscoll, “To meet those ‘future proofing’ demands, we elected to install the Ostendo system that was supplied and supported by Epitome, together with MYOB. The latter to manage our payroll and accounts.”



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“This marriage gave us essentially the same functionality we had enjoyed before and the ability to readily develop our own forms on Ostendo also ensured we were still doing things the way we wanted to do them.”

“But the big plus, of course, was that we now had solutions that were well placed to manage solid turnover increases and which would not compromise the business in the event of senior management changes.”

Mr David Hart, Managing Director, Dematec Automation Pty Ltd.
Industry: Sales, Installs & Service – Control & Automation Equipment

After a review of several options, Dematec chose to use the Ostendo range of software solutions supplied by Epitome.

“Implementation was phased and now after some 18 months of operation, in general terms, the use of Ostendo has helped pretty much right across the company.”

“It has put us in a much better position and has enabled us to sustain our continued growth.”

“Personally, as MD, it has been of very definite assistance.”



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Jonathan Skipwith, Icom Security.
Industry: Sales, Installs & Service – Security Systems

“I visited the Small Business Expo and someone at the MYOB stand recommended Ostendo. My initial questions included: Will it be complicated to use? Will it do what we want it to do? Will the quotes look like we want them to?”

I like a lot of things about Ostendo. The Job Costing is great. We can quote jobs, do the work and then back cost to produce reports on the job profits. The purchasing and inventory tracking really simplified what I was previously doing and I can now control stock levels. Being able to modify reports is great.

Having one package to do the job, quoting, purchasing, stock control, invoicing and then being able to produce management reports on all of it is very valuable. All the information is in one place and is accessible to all.

We can now schedule regular customer preventive maintenance type work saving us a lot of time and creating repeat service revenue. Ostendo lets us keep track of all our purchasing costs so we can now accurately quote on jobs, all from one package.

The inventory control across multiple locations is great. Being able to purchase in foreign currency is great. Ostendo has many features at a great price.”

Mr. Michael Johns, Aquacorp Pty Ltd
Industry; Sales – Water Treatment Specialist

“Epitome showed us that everything we wanted to do was readily achievable and for an investment that was highly cost justifiable. The system looked – and has proved to be – very user friendly; very easy to learn and use. This was an absolute must.

“With inventory, accuracy is king. And being able to access that data in real-time is essential. I guess that what keeps most inventory managers awake at night is the thought of having to go to the boss any saying ‘we’re going to have to write this stock off’. OR that ‘we can’t meet that promised customer order’. Effective IT means these are not an issue. “

“We were also impressed by Epitome’s very good support base, which we felt was important.”



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Ms Debbie Reed, Director, Resource Furniture
Industry: Sales, Commercial furniture

As Resource director Debbie Reed noted: “The old largely manual systems that the firm was using were seen to have a very serious impact on efficiency, customer service, competitiveness, reliability and management control.”

“For all but the simplest of jobs, for example, it was taking several days to produce the requested quote. Which was not good in a business where a quick response can often be the key to winning the contract.”

“After some exacting evaluation it was decided to achieve this with the adoption of MYOB and the Ostendo solution supplied by Epitome. A marriage of applications that it was noted would be totally integrated.”

Says Ms Reed, “We wanted a system that would effectively manage the day-to-day running of our business. And that is what we have achieved.”

“Everything we do is now underwritten by Ostendo. And it’s important to add that its capabilities and disciplines have made us look at the whole way we do things, beyond the original operational enhancements we had in mind.”

“In making this happen, it was important that Epitome is always very responsive to our needs. They work very hard with us on anything they possibly can.”

“The new software has made the show run faster and more efficiently.”

“So would we do it again? Most definitely” concludes Ms Reed.



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Manufacturers, Engineering and Fabrication Job Shops:

Andrew Holmes. Bushcomm HF Antennas.
Industry: Manufacturing – Electronics

“So far Ostendo has managed to provide a solution to all problems we’ve asked it to solve. It is very customisable and has a straight forward user interface (which is also customisable).

Our company sales process flow is much more controlled. Inventory is better than it used to be. We now have the confidence to start our push for ISO9000 accreditation.

Ostendo was the only package which offered the functions we wanted. The continuing developments have demonstrated that the product has a lot of scope. Support has been excellent. We are planning our company development around Ostendo.”

Mr John Goasdoue, CEO, Desitrol.
Industry: Manufacturing – Special Purpose Machinery

Desitrol opted to install Ostendo some three years ago. A solution that Mr Goasdoue says, “Does everything we want it to do.”

“It works perfectly with MYOB, for instance. So that objective was well achieved.”

“But it was on the customisation front that Ostendo proved to be a real winner. With any number of systems, it’s totally impossible for individual users to access databases and craft tables to meet specific needs.”

“With our new system, we are able to use the Firebird database so that we can write directly to tables to do what ever we want to do. Which makes an absolute contribution to the mods we want to make.”

“We certainly have always had that IT capability available in-house. But it is important to know that while we know our business intimately, Epitome have an equally intimate insight into Ostendo. So whenever we want to change something or do something outside the square, we have complete and total access to the software expertise, should we need it.”

“It’s a scenario in which vital fall-back support is essential.”

“Everything else considered, I’d also add that, compared to competitive offerings, Ostendo is very reasonably priced. We have had very good experiences with Ostendo, but with an economically sensible budget.”



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Maureen Lawlor, Carr Fasteners (DMF Pty Ltd)
Industry: Manufacturing – Metal Pressing

“From a cost perspective, this looked very attractive. So it was then good to find out it could give us exactly what we needed. The decision to adopt Ostendo was thus a pretty straightforward one.”

“That said, I have been involved in quite a number of IT changes and new implementations. The experiences were never ideal and sometimes accompanied by a raft of hassles. We needed the system and we wanted to get it up and running as quickly as possible. But we worried about the usual computer dramas.”

“Happily, there were absolutely no traumas or issues. Our implementation was smooth. Integration with MYOB was simple. We got the system operational within a month. And all with good Epitome on-site training and instruction manuals. The experience was, in a word, ‘easy’.”

“It’s also relevant to note that anyone, with even the most basic computer experience, can start using the Ostendo applications very quickly. It is a very friendly system. And when you need to get things happening quickly, that’s a real plus.”

“Combining Ostendo and MYOB presents a very economical and great IT solution.”

Annette Yandle, Taranaki Engineering Proud Limited.

Industry: Manufacturing and Projects – Structural Steel Fabrication and Steel Erection

“I discovered Ostendo after I searched the internet for a jobbing package that would link/integrate with MYOB. I like the ease of use, daunting first when you see, but easy enough to learn.

I also like the multi user appeal and invoice preparation. I chose Ostendo because I wanted a system supporting MYOB and a better/improved jobbing package than MYOB could offer.

I now have better Inventory control, Jobbing control and Job Costing. Ostendo, once learnt, is simple to use and track (search fields are excellent).”



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Peter Tan. A B Food Industries Limited (A B Foods).
Industry: Manufacturing and Distribution – Food

“Ostendo software is cost effective when compared feature by feature with other packages.

Well priced for the smaller company and has extensive functionality. Some of the benefits of Ostendo include flexibility and the ability to manage the software in house. It's easy for us to add new users and set up on new workstations.

We have found Ostendo reporting to be very powerful and save us time getting the business information we need. It's a good product for similar sized manufacturers in similar industries.”

Mr Steve Redman, QA & OHS Manager, Zezt.
Industry: Manufacturing - Mining

Initially, it adopted a manufacturing software system that it felt would meet its needs. But as company QA & OHS Manager Steve Redman notes, “We developed very serious concerns about support and back up for this application.”

“We had an assigned technical specialist from that third party vendor. But our fear was that if anything happened to him we would have real problems. And so we felt we had to look at other options.”

“Aside from needing to be very comfortable about that support issue, we required a supplier who could deliver a system that would do everything we wanted and needed to do, in the way we wanted to do it.”

It was with those objectives in mind that Zezt looked at its options. Its decision being to adopt the Ostendo solution supplied and supported by Epitome.

Says Mr Redman, “In becoming au fait with what we were about to go live with, it was good to find that the Ostendo software is extremely easy to learn and understand.”

“A fact which carries through to the present. And which means that when new staff come on board, they can pick up all they need to know very quickly. That gives us considerable comfort.”

“But, of course, one of our principal driving concerns, in acquiring the new application, was one of support. What Epitome delivers here is very, very good. They have a solid team and it is always available when we need them. So the fear of our essential manufacturing system being off the air has effectively disappeared.”

Mr Redman goes on to stress the ease and simplicity with which Ostendo and MYOB interface.

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**Mr Roland Lever, Managing Director, J.H.Lever.
Industry: Manufacturing – Fragrances and Flavours**

JH Lever investigated cloud and overseas based ERP solutions, but with budget a key factor in decision making, along with strong Australian representation for development and application support, it became clear that the Ostendo ERP solution offered by Epitome Software *“ticked all the boxes”* especially when it came to features, affordability and local support.

Mr Lever said that Ostendo as a product is *“profound, and that a lot of thinking had gone into it”* and he was keen to exploit every opportunity with the software and Epitome Software’s expertise in Ostendo to make J.H. Lever an even more productive, competitive and profitable local manufacturer.

Subsequent to their disciplined switchover from the legacy systems, J.H. lever took the complete Ostendo implementation live in just under 2 months. *“Brilliant, love it”* said Mr Lever.

Mr Lever said J.H. Lever had received *“excellent support from Epitome”* as they implemented the Ostendo ERP platform. Mr Lever said that in relation to Ostendo removing bottlenecks within the organisation *“Ostendo has certainly done that”*.

Mr Lever said that Epitome and Ostendo had *“exceeded expectations”*, and that Epitome *“always dropped everything to help”*, and J.H. Lever *“appreciated the availability of Epitome staff to assist at all times”*. Mr Lever said that when J.H. Lever called Epitome for support it was *“great to get a person on the phone, not a system”* and that *“you always spoke to someone who knew what they were talking about, it is clear that the customer is genuinely important”*.

Mr Lever said that J H Lever now has *“more control over shortages”* and that *“running stock checks now with Bill of Materials allows for better production planning.”* Mr Lever said that the *“cycle time”* from first order to dispatch *“has been reduced substantially”*.



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Bill Dent. Boston Wardrobes.

Industry: Manufacturing & Projects – Wardrobe Systems, Fit outs & Sliding Doors

“I like Ostendo because of the cost relative to functionality available. I also like the strength of software and ease of use in other areas.

We use Ostendo for Inventory Control, Purchasing Functionality and Sales & Job Order Management from manufacturing to fit outs.

I would recommend Ostendo because of cost relative to functionality when compared with other products in the market.

The software is fairly unique in the market for the jobbing environment.”

Grant Gedye. Supalite New Zealand (an ECL Group Company)

Industry: Manufacturing & Installations – Signage

“Ostendo is reasonably simple and uncomplicated to use.

We were starting with a ‘green fields’ environment, so it’s good to have a process to monitor manufacturing processes, raw materials, and costs.”

Lindsay Hamer. Taylor Built Ltd.

Industry: Manufacturing and Project Installations – Greenhouses

“Ostendo is easy to use. New staff have picked it up very fast. Ostendo has made quoting easier and the time to produce quotations has reduced up to 30% on big jobs with lots of lines of the same item from different lists that make up the job.

The big thing is the reduction in human error when working with these items, perhaps replacing them with an alternative and not having to manually add up the quantities.

We now have improved reporting. We have huge potential to use Ostendo in terms of Bills of Material (BOM) and then extend the manufacturing setups.”



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Wholesalers, Distributors, Import/Exporters & Retailers:

Graham Hawes. Demon Drinks.

Industry: Distribution and Manufacturing – Beverages

“What I like most about Ostendo software is that detailed information can be easily accessed. It’s also user friendly and not much training is required for new users.

My initial concerns were around install time (down time during installation) and adding information (the time it would take to add all the data). Despite these concerns we went ahead because Ostendo looked like the best solution.

Data adding is very simple and we have had no down time due to very experienced technical support. We’ve had some great benefits as a result of using Ostendo.

These include: control of jobs production, the ability to analyse each job’s costs, simple inventory control, stock control by multiple sites and the ease of managing this stock by expiry date and batch number resulting in a 98% ‘DIFOT’ (Delivery In Full On Time) performance result.

It’s easy to use and allows very in-depth reporting. It is also easy to customise reports. The flexible sales and profit reports meet our industry requirements where market trends change frequently. We are able to report sales by delivery customer while sending the invoice to a separate billing customer.

Phil Mclsaacs. Storm Distribution Limited - Storm Audio Visual.

Industry: Wholesale Distribution and Retail – Hi-fi Audio Visual Equipment

“I discovered Ostendo while researching software availability on the internet.

What I like most about Ostendo software is that it is a good, balanced package and I can do a lot with it.

It is easy to use, and we have been able to train people to use it very quickly. Inventory management and serial number tracking is important to us and it now takes 50% of the time it used to, before we changed to Ostendo.”

Yeap Chai Chin. Pharm-D Singapore Pte Ltd and Pharm-D Sdn Bhd, Malaysia.

Industry: Wholesale Distributors – Pharmaceuticals

“Ostendo is user friendly and easy to master. The various functions available can cater for our business needs.

It provides all the staff access to the same info quickly in sales, inventory and etc. Operations also become smoother.”



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