

# Triumph

## Business Systems

NOT FOR PROFIT

### Good Samaritan Industries

Each year thousands of West Australians purchase goods from Good Sammy shops. Last financial year 3.5 million items of recycled goods were sold in the 25 retail outlets owned by Good Samaritan Industries. This equates to over one million customers coming through their doors each year and continuing to grow.

The GSI story began from small beginnings in the City of Perth with one employee. Today it supports a workforce of 500 employees and works with hundreds more people with various disabilities in community-based employment programs.

GSI realised that they needed to be more efficient and required a new system to replace each of the different systems they operated for each aspect of their business - point of sale, fixed assets, payroll and back office accounting. They had the classic problem of integration and consolidated reporting.

Sou Lin Tan, Divisional Manager Corporate Services says "Because there was so much triple handling in our Accounting department we needed a staff of five full-time employees. Now in 2016 with the help of Triumph ERP, we operate with a team of 2.7 FTE employees. In five years we have grown our store numbers from 17 to 25. **The Triumph system has grown with us and allowed us to still work on the same structure but made us more operationally effective.**"

The old fixed assets software that we were using, once we rolled over we could not run any more reports so we could not go back. We had to be very careful prior to running depreciation that we had absolutely everything. Apart from this it was not a live system. We never had live data to work with. Now with Triumph we do. We can check trading on a daily basis so we know how each store is doing day to day. **It has given us much better management tools, it absolutely makes sense.**"

"Our mission is different from commercial places but we are firmly of the belief that if we're not profitable, we cannot deliver on our mission so the bottom line is important. **Triumph ERP has helped us achieve our mission**" Sou Lin Tan, Good Samaritan Industries, Divisional Manager Corporate Services.

## CLIENT PROFILE



*"Triumph ERP was able to provide an integrated solution to all aspects of our diverse business and producing management reports is now a breeze."*

Sou Lin Tan — Divisional Manager  
Corporate Services.



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