



Ndevr Case Study

carsales.com Ltd: Post Implementation Review

carsales  **com Ltd**

ABN 91-074-444-018



carsales  **network**™



The Customer:

carsales.com Ltd is Australia's largest online automotive, motorcycle and marine classifieds business in Australia, attracting more Australians interested in buying or selling cars, motorcycles, trucks and boats than any other classified group of websites.

carsales.com Ltd is a public company, operated by a team of over 300 staff nationwide. Its aim is to provide the highest level of service possible and to lower the cost of automotive advertising in Australia. The carsales.com network of websites also includes CarPoint.com.au, bikesales.com.au, Redbook.com.au and motorcycle, boat, truck and machinery websites.

The Challenges:

In 2008, carsales.com decided to deploy Oracle's JD Edwards EnterpriseOne to cover financial management, procurement and sales solutions across the business. Also included in the initial scope was a series of integrations with other web-based systems used by carsales.com to provide billing and transactional data to JDE.

carsales.com original implementation partner closed their JD Edwards practice in the Australian region shortly after the original implementation was completed, which left carsales.com with a functional but not properly tuned ERP system. It became imperative that carsales.com replace their original implementation partner, and review their systems with a view to setting a solid foundation for the future.



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The Challenges Ctd...

CFO Cameron McIntyre at Carsales commented; “As we were no longer able to work with the original implementation partner, the management team were keen to establish a strong relationship with an experienced JD Edwards consulting organisation able to review and fine tune our system. We were also looking for a partner that was able to provide ongoing, long term IT support to our growing business, where we would be able to utilise the same consultants over long periods of time – so they could really get to know and understand our business.”

Ndevr was eventually selected by carsales.com due to their reputation for providing companies with a highly experienced and mature consulting team. The team’s first task was a post implementation review, to uncover the gaps that were still remaining between their new JDE system and the carsales.com business processes.

The Issues & Solutions:

During the initial introduction to the site, a number of issues with the billing aspects of the original implementation were uncovered by Ndevr’s team. Of the 150,000+ transactions handled by the carsales.com site each month, a small portion of transactions were not being properly processed - with incorrect invoices being raised, and in some cases no invoice at all.

Ndevr immediately addressed the billing leakage issues, and completely restored the system and associated transactions so that it was 100% operational within only 2 billing cycles.

The next step was to enhance the way carsales.com was using their JD Edwards system further, by simplifying billing across the carsales.com Ltd business. The Ndevr team re-configured the existing software configuration to consolidate a three pronged invoice system to instead produce a single, easily searched, referenced and reported on, customer transaction.

The Future:

“Ndevr has become a trusted partner to carsales.com, and are an invaluable part of our team. We are continuing to work with Ndevr on a number of projects and will continue to draw on their expertise in the future,” concluded McIntyre.

