



# Case Study

Client: Pacific Springs

## Overview

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Based in Mansfield, QLD, Pacific Springs is a family owned and established company providing the purest, most refreshing spring water possible.

Pacific Springs have been in business since 1995 and specialise in spring water.

## Desperately seeking a replacement

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Pacific Springs had been using a mobile sales product with MYOB Premier for a number of years. Wanting to be at the forefront of technology

Pacific Springs decided to upgrade to Windows 7 computers and 64 bit server. The old mobile sales solution was not able to be compatible with this new environment.

There were other issues as well, which was that the old mobile sales solution didn't integrate with the new version of MYOB Premier.

## Discovering The RIC Group

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Pacific Springs was introduced to The RIC Group with the primary aim to implement a new and updated mobile sales solution and ensure it integrates with the latest version of MYOB Premier and will continually support later versions of MYOB.

As MOBPOS is written by The RIC Group, it gave Pacific Springs confidence as The RIC Group have been an MYOB Software Developer for over ten years and are well known for their solutions working with MYOB.

## Tailored to suit

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In the early weeks, Teala from Pacific Springs admits MOBPOS took a bit of getting used to, at least for some staff. "It was a new operating system, new PDA's and new software."

Twelve months on and it's a different story. Now that everybody understands how MOBPOS works, they're "really happy with it", according to Teala – so much so that they've now bought additional licences.

MOBPOS benefit to Pacific Springs is more than just a modern mobile sales solution, but a solution which captures signatures for proof of delivery and creates run reports.

## A successful business relationship

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Teala says the software has been excellent but the support from The RIC Group has been even better.

"The team at The RIC Group are very down-to-earth, approachable and have always helped us when needed with no fuss"

Teala says. "It was important for us to work with a company which has a strong relationship with MYOB, because we are committed to the MYOB product for our accounting and inventory purposes."