

## DISCOVERING EFFICIENCY:

# SEQUENCE ROKSET'S SEARCH FOR AN ALL-IN-ONE ERP

After a major merger, Sequence Rokset set out on a mission to upgrade their ERP to a system that could further drive their growth and empower efficiency across every role in the business.

In 2020 Sequence Australia and Rokset Industries, two industry leaders with nearly 150 years of combined history, merged to create Sequence Rokset, a wholesale manufacturer and supplier of paint accessories, tools, safety equipment and appliances.

Based out of Melbourne with warehouses in Western Australia and New Zealand, Sequence Rokset provide local, international and their own brand of paint accessory supplies to hundreds of trade and paint specialty outlets across the ANZ region.

Before merging, Sequence Australia had been using Micronet as their ERP system for over 10 years. But after the business doubled to over 30 staff and 1600 live items for distribution they started focusing on how they could make operations more efficient.

*"Micronet was fine for when it was just six of us in the business," says Chief Operating Officer Doris Jones. "But when we grew, it became more apparent that it probably wasn't going to give us what we needed for the future. The business just needed something next level to provide efficiencies for us."*

## FIVE SEPARATE SYSTEMS ROLLED INTO ONE

The biggest problem they were facing was that Micronet wasn't the only platform they were using - it was one of five. *"We were working every day using five platforms to get us where we needed to go. Having to always add plugins and using multiple systems, it was very clunky."*

Ultimately, this was the biggest catalyst for change. And when Doris started at the business in 2021, the journey to upgrading their ERP system began.

Each department was asked to write a wishlist of what they would want from a new ERP system. Management then used this list to identify potential vendors, meeting with five and then receiving demos from three.

*"We really wanted to see what a day in the life of Sequence Rokset would look like on each system,"*  
– Doris Jones, COO.

After looking through the scope, deliverables and output of each option, they decided to go with HARMONIq because it was a completely integrated system.

*"The other two vendors had some great stuff. However, we would have had to keep our reporting tool and our CRM," says Doris. "If we could get one system that was integrated and everyone was using the same system every day, that to us was a bonus."*

*“Did it make sense to transition from Micronet to the next generation? Yes, it did, but that wasn’t the catalyst for it. It had to be the right system for our business.”*

*– Doris Jones, COO, Sequence Rokset*

## DISCOVERING THE PERFECT ERP

Sequence Rokset is currently in the first stage of their ERP transition, known as the Discovery stage. Over five days, HARMONiQ and Sequence Rokset sat down together to understand exactly what they want and need from their new ERP platform.

*“We used the KLA (keep, lose, acquire) method and then layered our original wishlist over those answers.” mentions Doris. “We had all our staff involved in the Discovery process. Everyone uses the ERP differently, so it’s important to get everyone’s input.”*

Having staff involved at this stage is vital to the future usability of the platform. It will likely mean less custom tweaks, a smoother implementation, and fast ROI due to early staff buy-in.

*“Our staff came prepared. They were enthusiastic and excited, which led to robust conversations in the room.”*

*“There was so much engagement because you could see their faces like, oh, this is gonna be fantastic.”*

*– Doris Jones, COO*

The next stage sits with the HARMONiQ team to use the information from the Discovery phase to build the platform customised to Sequence Rokset requirements, then returning to test and tweak before going live.

## THE FUTURE LOOKS BRIGHT

While there are still two stages to go before the Sequence Rokset team can use their new HARMONiQ ERP, there are high hopes for the future. There were three key features that Doris believes will be most beneficial to the Sequence Rokset team:



**Simplicity of use**



**Real time information**



**One integrated platform**

*“We’re already talking about all the things HARMONiQ will enable us to do,” says Doris. “We can do marketing through it. Our reps can take it and walk into a store confidently because they have live credit, live orders, claims and stock data.”*

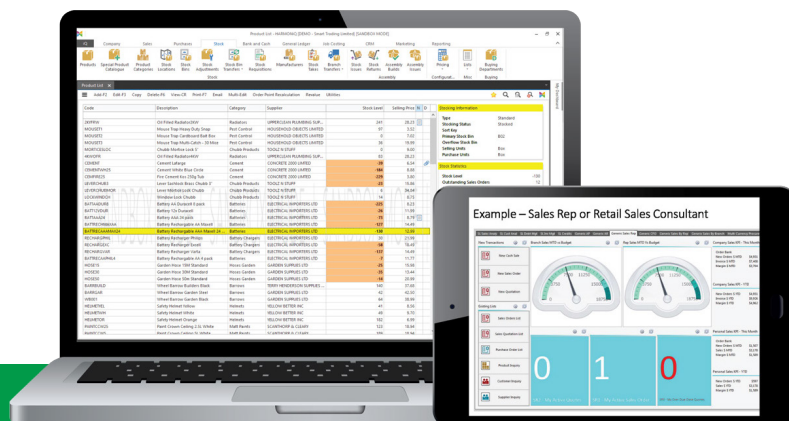
Ultimately, the best outcome will be the efficiency and cost improvements HARMONiQ can deliver, which allows the team to work smarter, not harder and refocus on other areas of the business to drive growth.

*"We believe HARMONiQ is going to give us an integrated platform that's for today and tomorrow and the future. It is going to make us more productive."*

**– Doris Jones, COO, Sequence Rokset**

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Let's see where HARMONiQ can take you, get in touch below:



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