



## Corporate Profile



## Who Are We?

Star are experts in Business Management and Accounting Software Solutions. We exclusively deal with small and mid market organisations be they Privately held or Not For Profits. We do not deal with Federal, State or Local Government although we do assist semi government instrumentalities. We believe that we can offer the best locally developed integrated business management software solutions in the market with Financials, Distribution, Job Costing, Manufacturing, Supply Chain Management, CRM, HR/Payroll, eCommerce, Report Writer, Workflow and Business Process Management to name just a few.

There are a number of industry terms that apply to Star, we are a VAR (Value Added Reseller) or a Business Partner to our software suppliers. Unlike most VAR's, we are also a VAD or Value Added Developer which means that we have in-house programmers and developers who are able to customise and improve our software to meet individual business and organisational needs.

***"The year-end audit is now much faster and simpler because the auditors can use the system to drill down to the source documents, where they get everything they need."***

*Andrew Vogan Corporate Projects Manager John Hart Pty Ltd*

## What does Star actually do?

When you approach Star with your software system need, we can assist you through the entire process including scoping and determining your specific software module and functionality needs;

1. We can sell you the software
2. We can customise the software using our programmers, designing it for your specific needs
3. Our staff will train your staff on the product(s) and how to get the best out of your new system
4. We will implement the new system working with your staff
5. Ongoing support services, on-site, by help desk, or through remote dial in can be provided at the level of your need.
6. Regular system reviews and optimisation can be conducted to your need schedule

In other words we do not just look to sell you a product in a box off the shelf then leave you to your own devices, we offer an ongoing business relationship to work with you to improve and optimise your business as far as possible through improved software system utilisation.

***"We have a complex business with complex needs. The consulting staff at Star have proven time and again to be client focused and committed both during the implementation stage and since. I can highly recommend Trish and her team at Star."***

*James Wheeler, Director of Operations & Finance, Bridgestone Industrial Products America*

## Can Star help you?

If you fit within our market segment then the simple answer is YES. We are not all things to all people, would you really want to deal with someone who made such an outrageous claim?

Our goals are very simple. We aim to maximise the "Investment Return" you gain from the investment you make in your new business information system, and in so doing, form a tight and prosperous business relationship. Star was established with a view to provide professionalism and expertise equal to that of the best in the industry, whilst remaining within the typical mid-market business budget. This philosophy continues to motivate and drive us to excel.

## Implementation Experience

Star has been involved with hundreds of local and international implementations across a broad cross section of industry segments including private and (small) public companies, semi government instrumentalities and not-for-profit organisations. We approach all implementations in a methodical manner breaking down each project into its constituent parts from the initial System Analysis through Review and Design, Customisation [if required], Implementation, Training and ongoing Support. This process sets the parameters for the new system and lays the frame work for a professional and efficient solution to meet our client's business software requirements.

***"Being able to efficiently operate our Business and Accounting system is crucial to our operations. Star Business Solutions has demonstrated a willingness and capacity to support us and provide creative solutions to fulfill our needs."***

*Karen Gannon Director Finance Family Planning NSW*

## Why should we engage Star in lieu of another provider?

Because we believe that we are the best at what we do. Star's goal is to provide services and solutions that constitute clear, measurable value which will validate your choice to partner with us.

Star Business Solutions is a financially robust, experienced and award-winning implementation and support organisation. We have extensive experience working with Business Management and Accounting Software products in a support and development capacity and have acquired an intimate knowledge of their capabilities.

Star has a proven record of success in delivering implementations. Clients can be assured that a pragmatic approach is taken to implement solutions, and that users are able to derive the utmost benefit from their new system.

Star Business Solutions aims to maximise the returns our clients gain from the investment they make in business information technology, and in so doing, form a tight and prosperous business relationship. We are not in business to make a quick sale then walk away.

***"Star's blend of deep business knowledge, technology expertise and project disciplines drive down the customers risk and cost during the critical initial implementation, and also during the long and productive business relationships that Star continues to foster with our mutual customers."***

*Peter Dickinson – Executive Director, Greentree International*

## Our Staff

The quality of Star's human resources is the driving force behind the company's success and is mission critical to the organisation. Our Philosophy is that to create a true IT solution, you must have experienced the problem. In keeping, we have a team consisting of:

- Chartered, Industry-based and Certified Practising Accountants
- Programmers proficient in a wide array of languages
- Project Managers and Professional Trainers
- Former end users from business

We are not a one man band working out of a home office. Star is an established and well-resourced company with the organisational capacity to professionally deliver a thorough and focussed implementation project for a broad range of organisations. Star has developed an implementation framework that has been the underlying contributor to the company's revered reputation.



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