

# Software centre's local support

BUSINESSES and government agencies in the ACT could benefit from streamlining their business operations, according to Star Business Solutions chief executive officer Trish Hall.

Star Business Solutions, which was named Greentree Partner of the Year (Australia) in 2008, has just opened a new Canberra city office to offer software and support more directly to the ACT.

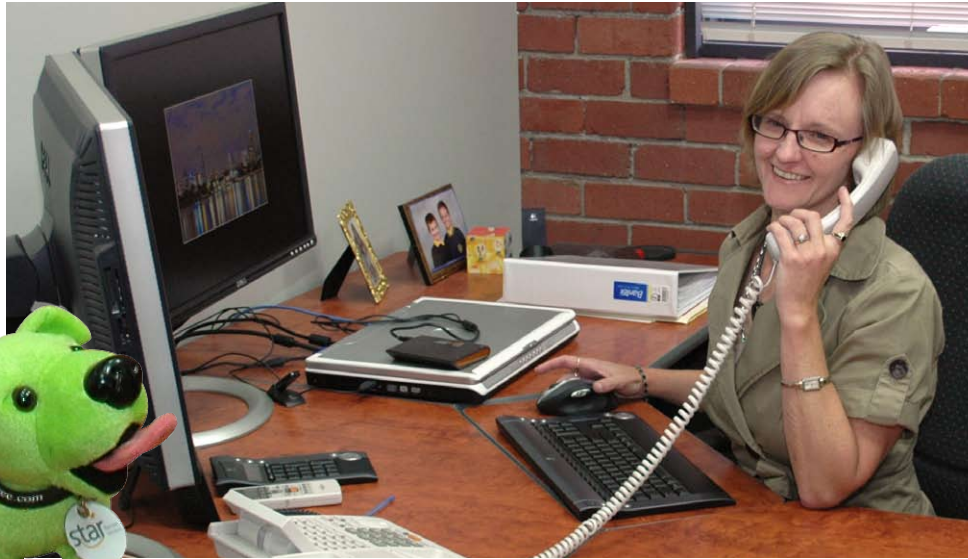
According to Trish, the focus for software suppliers should be more than simply supplying organisations with software – it needs to be about support and solutions.

"We distribute that software, but more importantly involve ourselves in its implementation, helping businesses work out how they should be using it, helping to put in place training and then supporting them, after the changeover to that software, for years into the future," says Trish.

Star Business Solutions has been looking after some of its clients and providing software updates for more than 10 years, she says.

"We learn quite a lot about businesses during the implementation stage, and I take great pride in customers coming back to us regularly and asking us what we think about various issues."

Star analyses clients' requirements and helps businesses set up their systems to implement new programs and ventures. It also helps to ensure that staff are using the systems in the



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most productive way, and staff are trained on how to best use the new systems.

"All our consultants like to think that they're not just selling software and going away, but contributing to the business from a process point of view, or making things more efficient," says Trish.

Star already supports several Canberra businesses, but wanted to open a new ACT-based office to better serve them and to offer its solutions to a wider range of enterprises.

"Given the level of software we provide, our services would be well suited to some government agencies as well as private enterprise,"

Trish says. "To that end, we said, okay, let's establish an office in Canberra, which will assist our existing clients as well."

Star Business Solutions are applicable to a wide range of organisations.

"We provide software to support all facets of business, whether it's the accounting component or customer relationship management, sourcing and procurement of products, light manufacturing models and so on," says Trish. "Our clients range from small businesses which are anticipating growth to larger businesses with in excess of \$100 million revenue."

"In terms of our software we'd be classified in the middle range of applications."

Greentree products are based around a core financial management system, with additional modules providing solutions around areas including job management, human resources, distribution and manufacturing.

Star Business Solutions' major clients include not-for-profit organisations, distribution companies, service organisations, construction companies, manufacturers and semi-government bodies.

Star employs 23 people between its Sydney, Melbourne and now Canberra offices.

"If businesses are looking at changing their software, and doing things more efficiently, I'd encourage them to come and talk to us," says Trish.

For more information, visit [www.starbusinesssolutions.com.au](http://www.starbusinesssolutions.com.au) or call 6243 3611.



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