

**Improved compliance and transparency. We don't have people working on individual spreadsheets. The data, down to customer conversations, is captured in Acumatica.**

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Managing Director, Apollo  
Healthcare Technologies**

**CASE STUDY: BUILDING PROCESS CONTROL FOR GROWTH**

Apollo Healthcare Technologies is moving from a small business into a more process-driven, scalable operation. With AlphaBiz Solutions implementing MYOB Acumatica, Apollo has improved visibility across inventory, sales, service, and customer records, while strengthening compliance and operational consistency.



**YEAR:** 2025  
**LOCATION:** Wangara, WA, Australia  
**PRODUCT:** MYOB Acumatica ERP  
**APPLICATION:** Inventory Control, Sales Pipeline Visibility, Service Capture, Compliance Support  
**VALUE DRIVER:** Process Consistency, Visibility, Audit Readiness



**ISSUES ON SITE:**

As Apollo grew, the limitations of their previous approach became clearer. Key operational knowledge lived with individuals instead of being embedded in a system. This created business risk, limited visibility, and made it harder to scale processes across teams.

**KEY CHALLENGES INCLUDED:**

- Inventory control relied on warehouse knowledge rather than system-based locations and workflows.

- Sales activity and customer details were not consistently captured end-to-end.
- Information sat across individual spreadsheets and disconnected tools, reducing transparency.
- Process consistency became harder as the business moved into a growth phase and staff changes occurred.



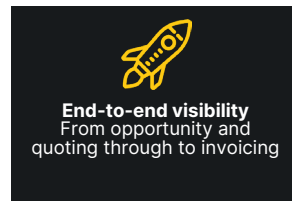
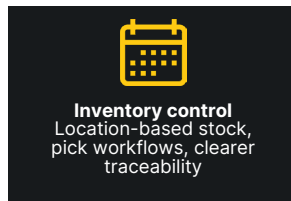
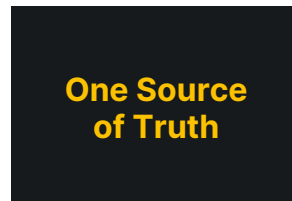
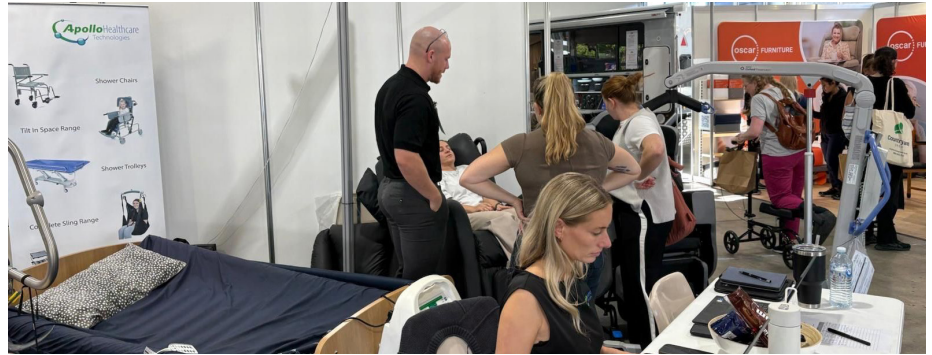
## SOLUTION DELIVERED:

To support Apollo's move into a more scalable, process-driven operation, AlphaBiz Solutions implemented MYOB Acumatica as a central system for inventory, sales, service, and customer data.

## WHAT WAS PUT IN PLACE:

- Inventory location control and pick workflows so stock can be found and processed through defined steps, not individual knowledge.
- CRM-style opportunity tracking capturing sales opportunities and customer details in one system.
- End-to-end sales flow from opportunity and quoting through to invoicing, replacing manual tracking.
- Improved service capture with stronger visibility of technician feedback and service information.
- Support and reset milestones including onsite engagement and clearer training pathways to accelerate adoption after internal team turnover.

Apollo described the working relationship as honest and collaborative, with both sides willing to acknowledge issues early and work through improvements together.



## RESULTS:

### About the outcomes

Apollo has already seen clear operational gains in visibility, consistency, and compliance. While it is still early for hard financial metrics, the system is already reducing reliance on individuals and building a stronger foundation for growth.

### Concrete results

- Better inventory control: stock sits in defined system locations with pick processes, rather than relying on warehouse memory.
- Stronger transparency: operational and customer-level information is captured inside Acumatica, not scattered across spreadsheets.
- Cleaner process flow: sales documentation now connects through to warehouse pick, delivery, and invoicing.
- Improved compliance readiness: Apollo achieved ISO 9001 certification and noted that system-based processes and documentation supported that outcome.

### Behavioural results

- The business is less exposed to disruption when key people are away or leave.
- Teams have clearer visibility across departments, supporting faster handovers and more consistent execution.
- Leadership sees the system as a long-term platform that will deliver even stronger gains as training and adoption mature over the next six months.