

## Overview



**Enterprise North Shore**  
The Economic Development Agency  
For North Shore City

### Company

**Enterprise North Shore**

[www.ens.org.nz](http://www.ens.org.nz)

### Industry

Government

### Customer Profile

Enterprise North Shore (ENS) is North Shore City's economic development agency.

### Business Challenge

In launching its new B2B website, ENS realised it needed an easy way of transferring order and payment information from its website to its accounting package.

### Solution

Flow enables order data to be automatically transferred from ENS's online payment system and confirmation returned to the customer.

### Benefits

- Ease of use and confidence in the process for customers
- Hours of manual data entry eliminated
- Improved data accuracy
- Improved customer service

## Integration Case Study

*"In our busy months, we now save hours of manual processing time, and we enjoy 100% accuracy in coding of all invoices."*

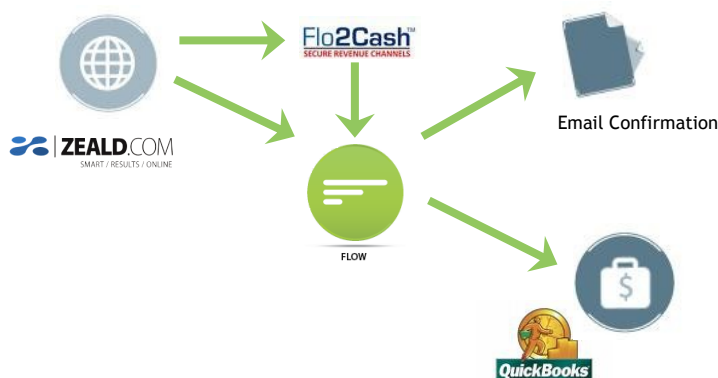
**Ngaio Merrick**  
Project Coordinator  
Enterprise North Shore

Established in 1993, Enterprise North Shore (ENS) works with stakeholders to add value to the North Shore community through the implementation of the city's Economic Development Strategy.

Website sales required transfer of order and payment information to ENS' accounting package, which, done manually, became enormously time-consuming.

With Flow, orders are now processed automatically within minutes, including email confirmations, thus eliminating errors and hours of manual work, while providing better customer service.

### Solution Architecture



*“...Flow’s work has ensured cost saving, manual error eradication and simplicity.”*

*Ngaio Merrick  
Project Coordinator  
Enterprise North Shore*

### Situation

ENS is North Shore City's economic development agency. Established in 1993, ENS works closely with local, regional and national stakeholders to add value to the North Shore community through the implementation of the city's Economic Development Strategy. As part of its role, ENS needed a functional way of presenting useful business information to customers - complete with simple and effective tools to register and enroll for ENS events.

### Solution

Enter Flow Software! Introduced to ENS by Reckon New Zealand, Flow's mission was simple: to automate the transfer between ENS' Zeald website and its Quick-Books accounting package, with specific focus on bank account reconciliation.

Flow was configured to automatically transfer invoices along with customer information, as well as payment details from Flo2Cash, ENS's online payment system. Flow also enabled the automatic confirmation by email of order details to the customer.

“We needed to be sure that our online ordering system was integrated to the accounting package in order to save time, and Flow's work has ensured cost saving, manual error eradication and simplicity,” ENS Project Coordinator Ngaio Merrick says.

“Installation immediately resulted in both time-saving and improvement of accuracy,” says Merrick.

“In our busy months, we now save hours of manual processing time, and we enjoy 100% accuracy in coding of all invoices.”

### Benefits

#### Improved customer trust

Automatic order confirmation gives customers confidence that their transaction has been processed.

#### Faster processing

100% accuracy in coding invoices cuts processing time

#### Reduced manual work

Automatic transfer of data between systems means no re-keying or double-checking

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