Capability guide

Scalable ERP made to fit growing ANZ businesses



February 2026

wiise.com | **Email hello@wiise.com**

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"We now have full visibility with live data and can make decisions faster."

Linda Farrell, Administrative CEO at Taipan

TAIPAN
Hydraulic Hose Systems



Foreword from the CEO

At Wiise, our focus is simple: help Australian and New Zealand businesses gain clarity, control and confidence as they grow.

Too often, organisations outgrow their systems and are pushed into complex ERP projects made up of disconnected tools and heavy customisation. While these approaches may address immediate needs, they often create long-term risk - making systems harder to upgrade, more expensive to maintain and increasingly fragile as the business scales.

Wiise was created to solve that problem.

A local solution, built on a global platform

Wiise is purpose-built for Australian and New Zealand businesses - not assembled project by project.

We operate here. We understand local tax, payroll, compliance and reporting requirements. Our customers are supported by local experts, partners and support teams who understand the realities of running businesses in this region.

At the same time, Wiise is built on Microsoft Dynamics 365 Business Central - a proven global product used by more than 50,000 mid-market organisations worldwide. This foundation delivers enterprise-grade security, scalability and continuous innovation, backed by Microsoft's long-term product roadmap.

What differentiates Wiise is how we build on that foundation.

Our solution is centrally developed, quality assured and maintained in alignment with the Microsoft roadmap. Industry functionality, localisation and operational extensions are engineered as part of a managed product - designed to evolve with the platform.

This approach protects customers from unnecessary complexity and upgrade risk. Enhancements evolve with the platform, rather than becoming constraints tied to a single implementation.

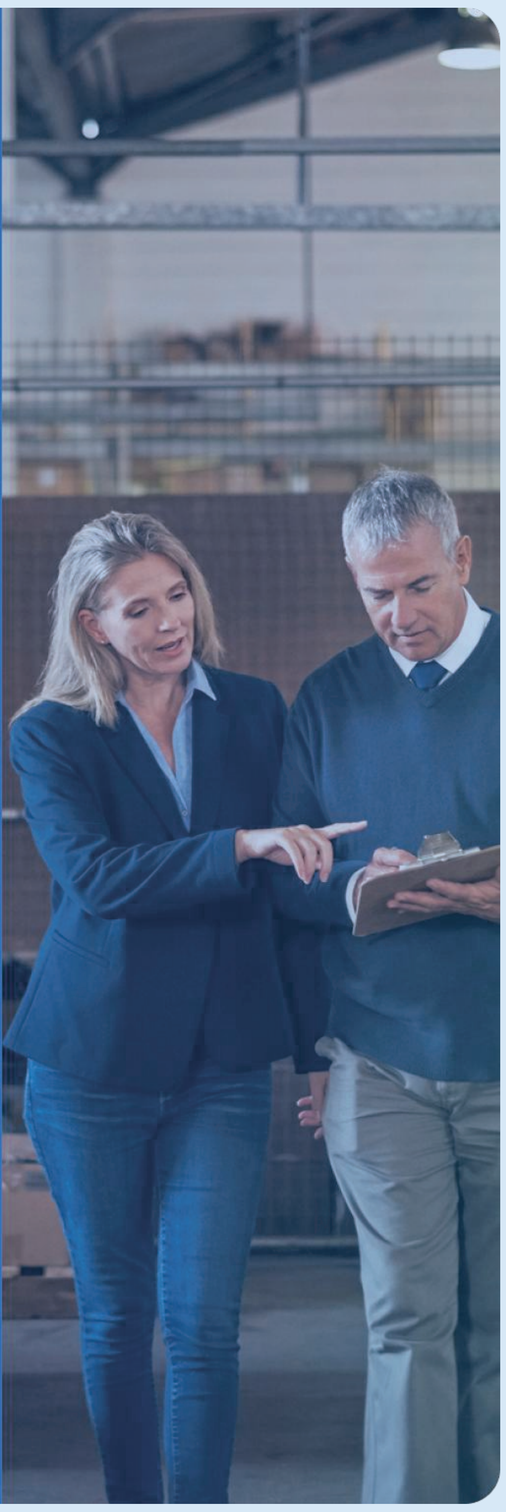
Wiise partners play a critical role in implementation and industry expertise. Where additional capability is required, it is delivered within a framework that prioritises long-term maintainability and alignment.

This capabilities guide outlines how that approach comes to life, and how Wiise enables organisations to scale confidently, sustainably, and with control.

Charlie Wood



Chief Executive Officer, Wiise



What this guide covers

Wiise + Business Central

Wiise is powered by Microsoft Dynamics 365 Business Central - Microsoft's global cloud ERP platform.

This guide does not attempt to document every core capability of Business Central. Instead it focuses on:

- A overview of the system's capabilities (Wiise + Business Central)
- The **exclusive operational features and enhancements** delivered by Wiise
- Local functionality designed for Australian and New Zealand businesses
- The integration, support and services that make Wiise a complete solution

> ⓘ To explore the full capabilities of Microsoft Dynamics 365 Business Central, please visit wiise.com/BC-capabilities



Growing businesses outgrow their systems

As businesses grow, so do their **complexity and needs**. Many businesses find themselves stuck in **the messy middle**: too complex for **small business systems**, but not ready for the **cost, complexity, and disruption of enterprise systems.**

Wiise is made to fit the messy middle. Built on a global Microsoft platform, and tailored to the Australian and New Zealand markets, Wiise provides a secure, scalable ERP that is **configured to fit how a business operates, not heavily customised**, helping growing organisations scale with confidence.



What is Wiise?

Wiise is a modern ERP system built on Microsoft's global Business Central platform and **designed specifically for Australian and New Zealand businesses.** Developed in partnership with KPMG and Microsoft, Wiise brings together accounting, operations, inventory, payroll and reporting into one platform. It helps growing businesses, streamline processes, gain real-time insights and make smarter, and faster decisions to accelerate their growth.



Powered by

Microsoft Dynamics 365 Business Central

Securely managed

ISO 27001

Consumer Data Right

Trusted by 350+ Australian and New Zealand Businesses

HOTA Home of the Arts · Business SA Chamber of Commerce and Industry South Australia · Dover Heights Community Preschool · CIVIC · cvgt australia

Why Wiise?

Built on Microsoft's global Business Central platform, Wiise delivers **the local functionality, integrations, partner expertise, and support** needed to run and scale with confidence.

wiise

- Hand-picked Implementation Partners
- Local Support Team
- Validated Integrations
- Flexible Billing Arrangements

Operational Essentials Built-in

- Payroll
- ePayments
- KPMG Chart of Accounts
- Bank Feeds
- Reporting
- Landed Costs

Microsoft Dynamics 365 Business Central

- Finances
- Sales & Service
- Reporting
- Inventory
- Jobs & Projects
- Supply Chain

How Wiise helps

Make better business decisions with robust reporting available at your fingertips from anywhere

Eliminate manual workarounds with AI-powered systems and workflows contoured to how you work

Automate key processes using AI to ensure your time is spent on building strategy and growing business, not staring at spreadsheets

Comply with financial regulations and requirements to ensure compliance and with the ease of automated reporting

Enhance digital security and equip your workforce with global access on your terms

Boost productivity by natively integrating to the complete Microsoft ecosystem





Capabilities overview

Microsoft Dynamics 365 Business Central

Capabilities

Finance & Accounting

- General Ledger
- Unlimited Dimensions
- Multiple currencies
- Multiple companies
- Budgets
- Financial reporting
- Consolidation
- Intercompany postings
- Statistical accounts
- **Cash flow forecast**
- Fixed assets
- Cost accounting
- Deferrals
- Electronic payments/direct debits
- Customer payment process
- **Late payment prediction**
- **Bank account reconciliation**
- Bank account management
- Check writing

Inventory

- Inventory control
- Item categories and attributes
- Item tracking
- Multiple locations
- Location transfers

Supply planning & availability

- Supply planning
- **Demand forecasting**
- Sales and inventory forecasting
- Order promising
- Calendars

Sales & marketing

- **Marketing text suggestions**
- Contact management
- Campaign management
- Interaction and email logging
- Opportunity management
- Dynamics 365 Sales integration

Project management

- Basic resources
- Capacity management
- Multiple costs
- Projects
- Time sheets

Fulfillment & delivery

- **Sales invoicing**
- Sales order management
- Sales line and invoice discounting
- Campaign pricing
- Returns and exchanges
- Dynamics 365 Customer Service integration

Warehouse management

- Bin Tracking
- Inventory picks and put-aways
- Warehouse receipt
- Warehouse shipment

Purchasing & payables

- Purchase invoicing
- **Purchase order management**
- Purchase return order management
- Alternative order addresses
- Purchase invoice discounts

Manufacturing*

- Assembly management
- Standard cost worksheet
- Production bill of materials
- Basic capacity planning
- Machine centers
- Version management

Service Management*

- Planning and disservice patching
- Service contract management
- Service item management
- Service order management
- Service price management
- Dynamics 365 Field Service integration

- **AI/Copilot in Business Central features**

* Available in Dynamics 365 Business Central Premium

Wiise Operational Essentials

Essential features built-in to Wiise, that enhance the Microsoft Business Central platform.



Financials Operations	Microsoft Dynamics 365 Business Central	wiise
Accept Stripe ePayments	✗	✓
Pre-built AUS & NZ financial reports	✗	✓
Direct debit & EFTs	✗	✓
Integrated bank feeds	✗	✓
Bulk payments	✗	✓
Integrated payroll & time tracking	✗	✓
Purchase approvals	✗	✓
Bulk email	✗	✓
Financial Dashboards	✗	✓

NDIS Financial Operations	Microsoft Dynamics 365 Business Central	wiise
NDIA API integration	✗	✓
NDIA product catalogue integration	✗	✓
NDIA bulk payments	✗	✓
NDIA Split billing	✗	✓
Additional NDIS fields	✗	✓
NDIS Chart of Accounts	✗	✓
NDIS invoicing	✗	✓
NDIA payment requests	✗	✓

Supply Chain	Microsoft Dynamics 365 Business Central	wiise
Landed cost budgeting	✗	✓
Digital stock management	✗	✓
Warehouse management app	✗	✓
Barcode printing	✗	✓
Warehouse & DIFOT dashboards	✗	✓
Product quality tracking and monitoring	✗	✓
Carrier cut-off times	✗	✓

Actionable Insights	Microsoft Dynamics 365 Business Central	wiise
Custom fields	✗	✓
Payroll insights	✗	✓
Time sheet insights	✗	✓
Landed costs	✗	✓
Wiise Copilot	✗	✓

Fast Start	Microsoft Dynamics 365 Business Central	wiise
Landed cost budgeting	✗	✓
ATO / IRD-compliant customer invoices & statements	✗	✓
Pre-built AUS & NZ financial reports	✗	✓
Single Touch Payroll & Australian payroll awards	✗	✓
Reporting based on AUS & NZ accounting standards	✗	✓
Australia Post & NZ address data feed	✗	✓
AUS & NZ company setup	✗	✓
Accounting periods & end of year	✗	✓
Integrated payroll & timesheets	✗	✓

Additional capabilities embedded within Wiise

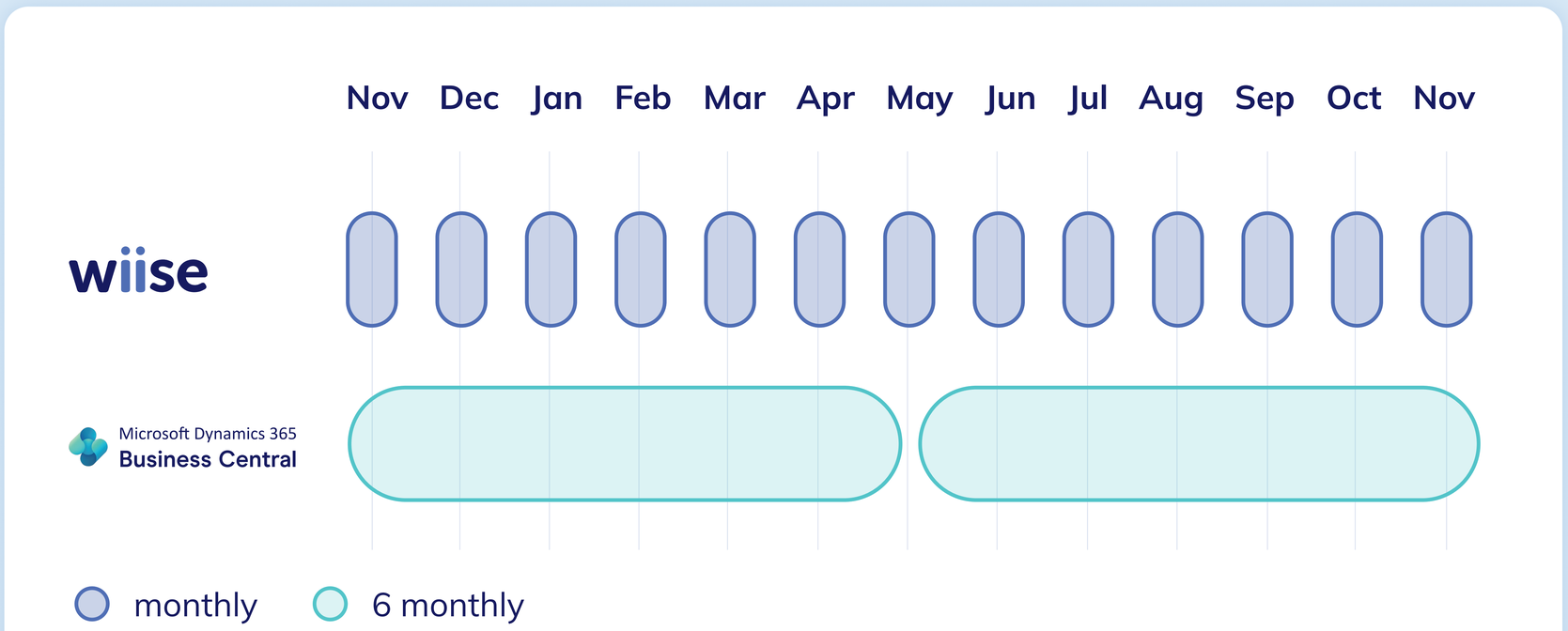


Add-on capabilities

Core	Embedded	Integrated
Core capabilities come built-in to the Wiise product.	Additional capabilities can be added and work within the Wiise platform as embedded solutions. Data is stored within Wiise.	Integrated capabilities work outside of the Wiise platform but can be seamlessly integrated to allow data to pass between systems.

A platform that evolves faster

Wiise delivers monthly updates in addition to Microsoft’s bi-annual updates, keeping your system ahead of the curve.





Microsoft Ecosystem

wiise

- **Dynamics 365**
  - Dynamics 365 Sales
  - Dynamics 365 Field Service
  - Dynamics 365 Customer Service
  - Dynamics 365 Customer Insights
  - Dynamics 365 Project Operations
  - Dynamics 365 Supply Chain Management
- **Power Platform**
  - Power BI
  - Copilot Studio
  - Power Automate
  - Power Apps
  - Power Pages
- **Microsoft 365**
  - Outlook
  - Excel
  - Teams
  - Word
  - PowerPoint
- **Copilot**
  - Microsoft 365
  - Power Platform
  - Dynamics 365
- **3rd-party applications**



Wiise capabilities

Financial Management



Financial Management

wiise

Business Central

Finance

- Accounting (GL, AR, AP)
- Fixed assets
- Budgeting and forecasting
- Customer statements supplier remittances
- Cash flow forecasting
- Recurring journals including allocations
- Standard journals
- Automated multi-currency
- Reversing journals
- Deferrals
- Cost accounting
- Intercompany transactions
- Consolidations across multiple entities

Billing and payments

- Document capture (OCR) - via AI agent
- Customer and vendor payment process
- Customer and vendor Pre-payment process

+

Wiise Operational Essentials

- KPMG designed chart of accounts
- BAS/GST set up and reporting
- Integrated bank feeds
- Direct debit & Bpay (AU only)
- Bulk email for external facing docs (e.g. sales invoices/orders)
- Pre-built Aus & NZ financial reports with drill down capabilities

+

Embedded Solutions

- Multi-Entity Management (MEM)
- AP/AR automation



With Wiise, everything is in one system, making data more accessible and accurate. Decisions can now be made with far more confidence, and tasks that used to take days are now completed in minutes. It's been transformative for our business.

Robin Allardice, CEO, Bentleys Tasmania

Bentleys™
THINKING AHEAD

Wiise Operational Essentials

KMPG designed chart of accounts

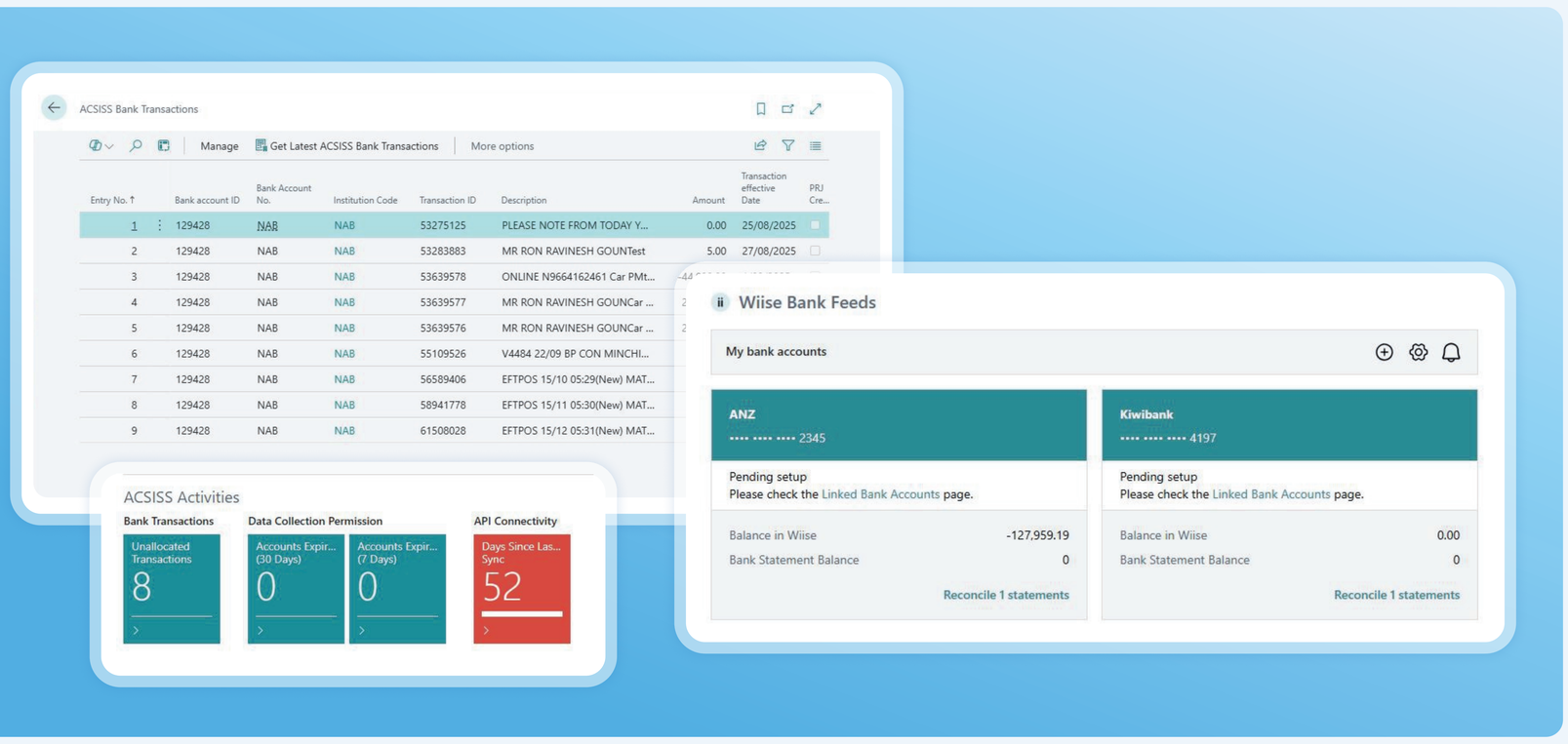
Start with a financial structure designed by experts. Wiise includes prebuilt charts of accounts developed with KPMG, purpose-built for Australian accounting standards to give you the right foundation for clear, compliant reporting from day one. Set up fast, report accurately, and scale confidently with a framework that handles complex entities and local requirements all without reinventing your books.

BAS and GST reporting

Stay compliant without the stress. Wiise automates ATO and BAS submissions directly from your accounts, pulling the right data every time, for example GST, sales and payroll data. Lodge reports faster, reduce errors, and stay audit-ready without exporting spreadsheets or juggling third-party tools.

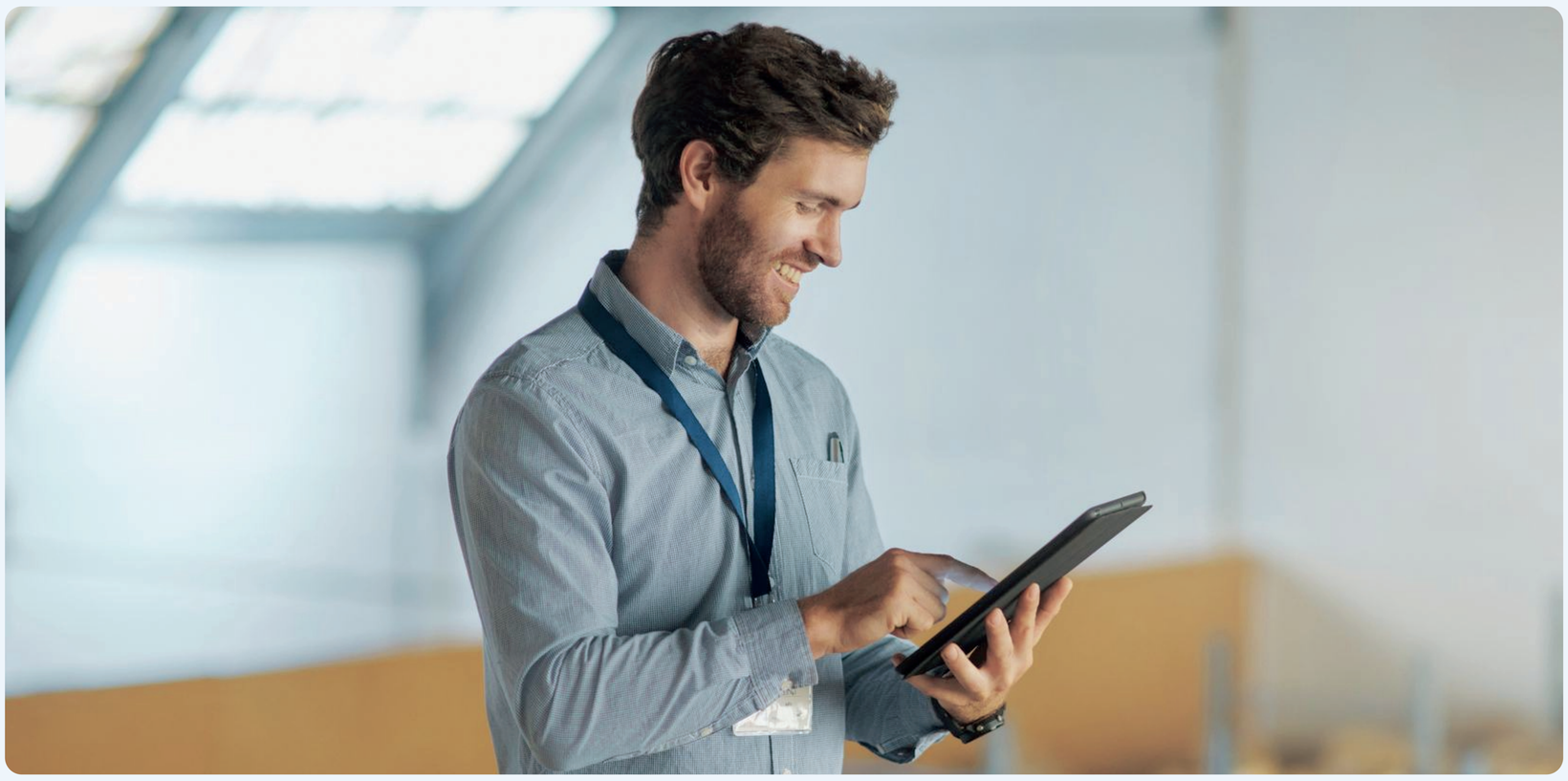
Integrated bank feeds

Eliminate the manual steps in importing and reconciling bank transactions with live bank feeds built into Wiise. Transactions flow in automatically, so reconciliations happen faster and errors disappear. See your real-time balance, track payments, and manage banking directly from your ERP without jumping between systems.



Multi-Entity Management (MEM)

Manage multiple companies and business units in one place. Wiise gives you a consolidated view across entities automating inter-company transactions, eliminations, and reporting. Gain accurate group insights in real time, simplify compliance, and make confident decisions across your organisation without the manual spreadsheets.

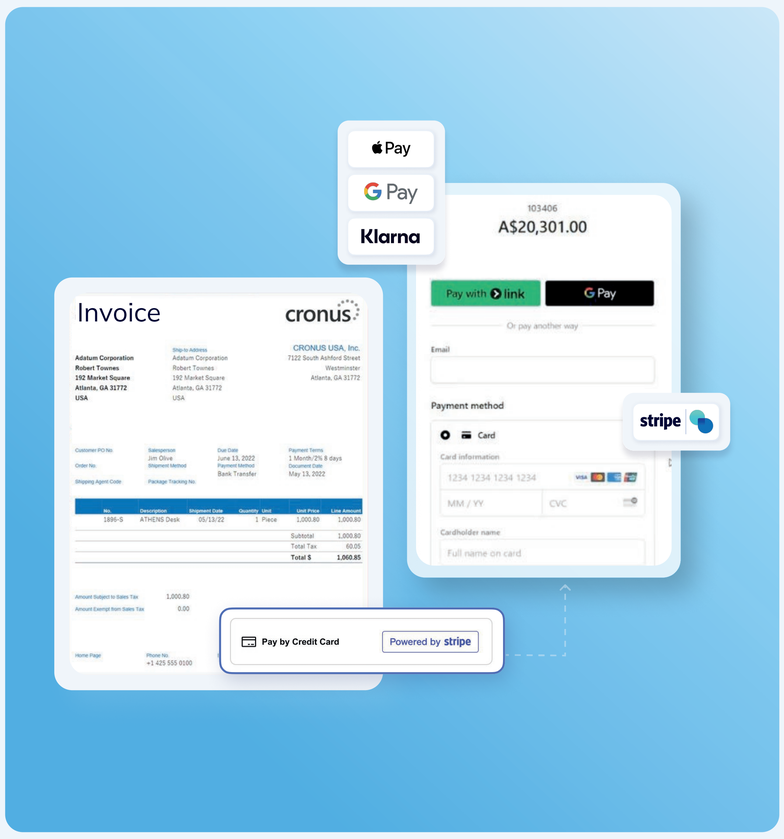


Direct Debit & Bpay

Collect and pay with confidence. Wiise streamlines direct debit and electronic funds transfers (EFTs), transactions flow in automatically, cutting out manual downloads and uploads so you can manage customer payments and supplier payouts straight from your ERP. Improve cash flow, reduce admin, and keep every transaction accurate and traceable without relying on separate banking systems or manual uploads.

Bulk email

Communicate and bill at scale without the busywork. Wiise lets you send invoices, statements, and updates in bulk directly from your ERP. Keep customers informed, speed up collections, and maintain consistent, professional communication with templates and without jumping between systems or wasting hours on manual sends.



Stripe payments

Get paid faster with Stripe built into Wiise. Customers can pay invoices instantly using secure online payment links, no chasing, no manual processing. Payments flow straight into Wiise and are matched automatically, giving you real-time visibility of what's been paid and what's outstanding. Reduce admin, improve cash flow, and offer customers a smoother, more convenient way to pay all without leaving your ERP.

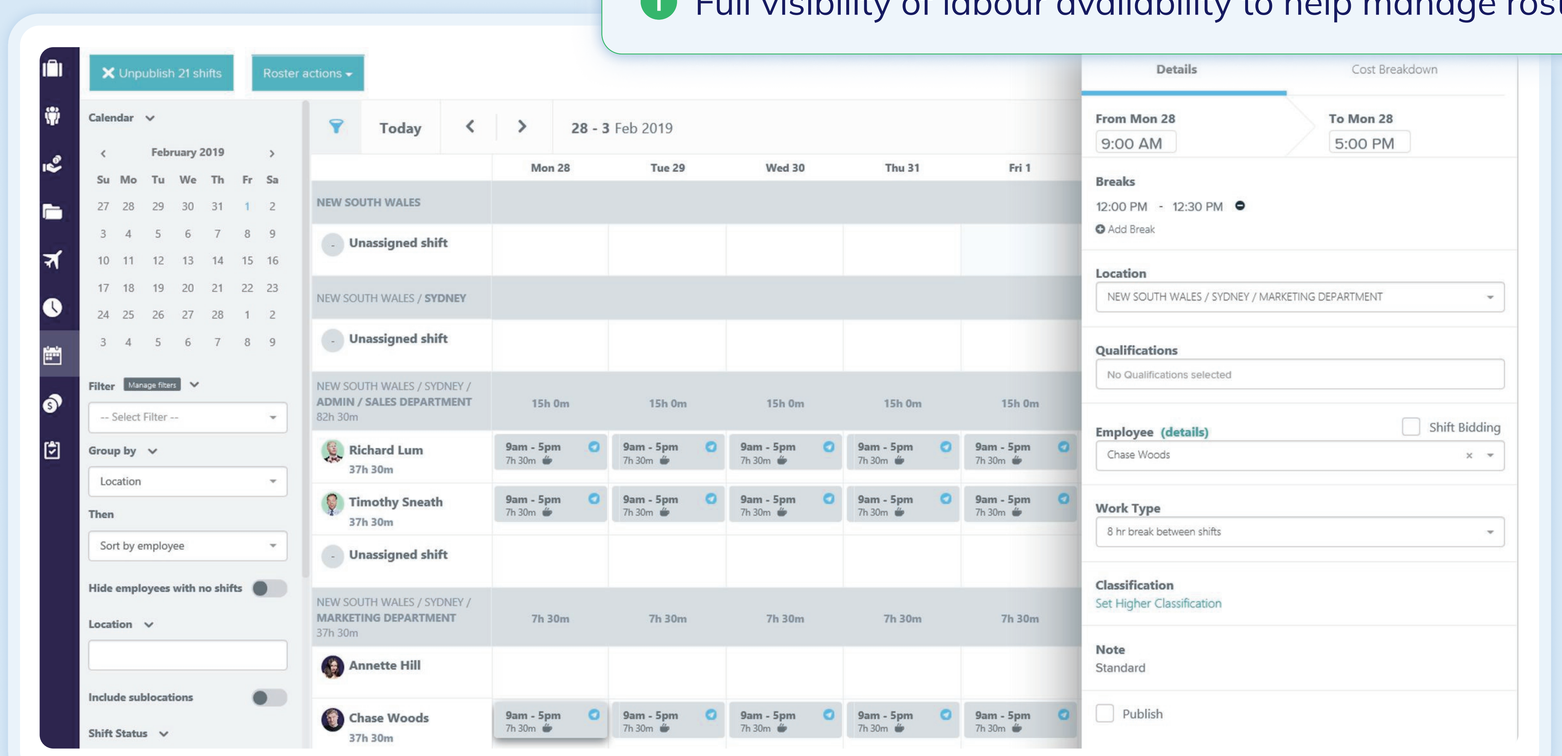
Key Process Improvements

Financial management

Payroll

1 Rosters

Full visibility of labour availability to help manage rosters



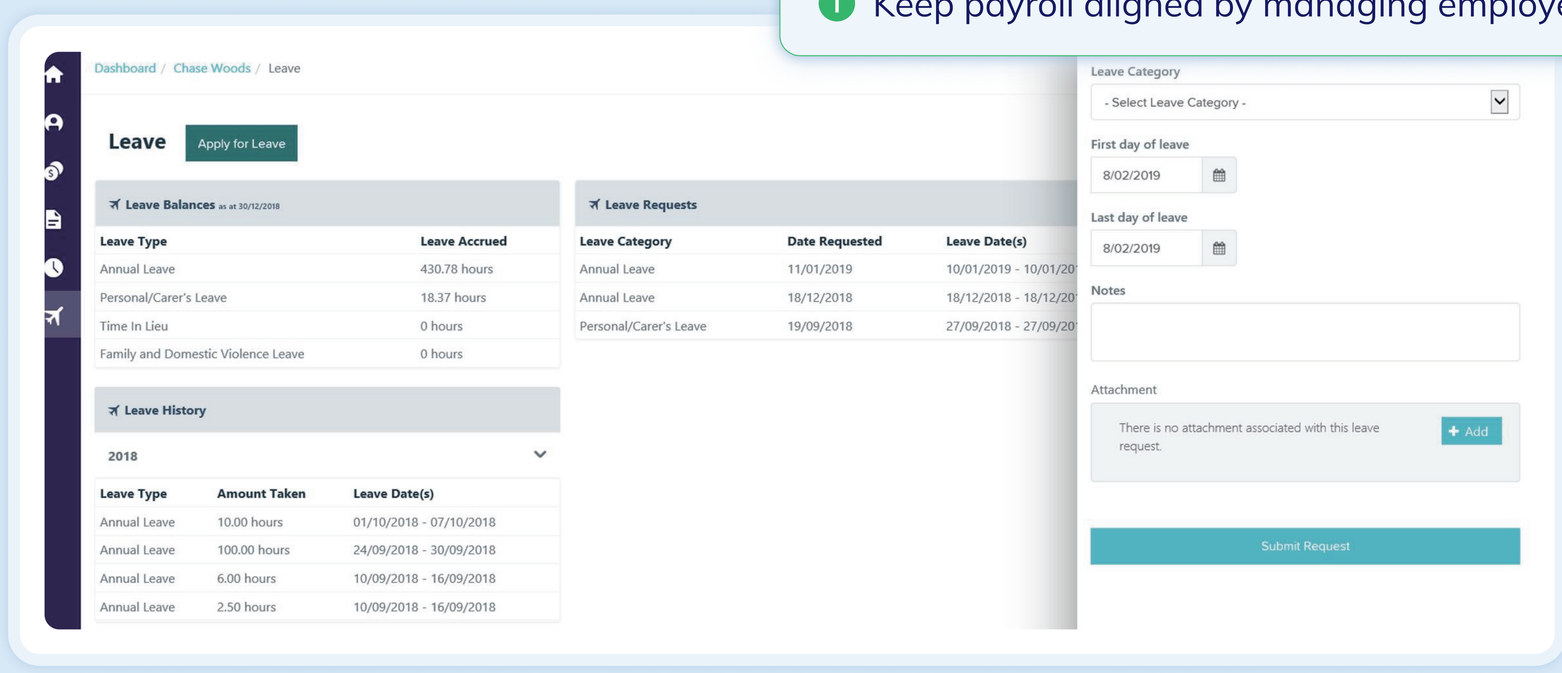
Wiise helps finance and payroll teams plan rosters with better visibility into labour requirements and availability. By aligning rosters with operational needs, you can control labour costs while ensuring the right people are scheduled at the right time.

Wiise helps by enabling you to:

- Create and manage employee rosters in one system
- Align staffing levels with workload and demand
- Reduce over or under-staffing
- Improve visibility of scheduled labour costs

2 Leave

Keep payroll aligned by managing employee leave accurately



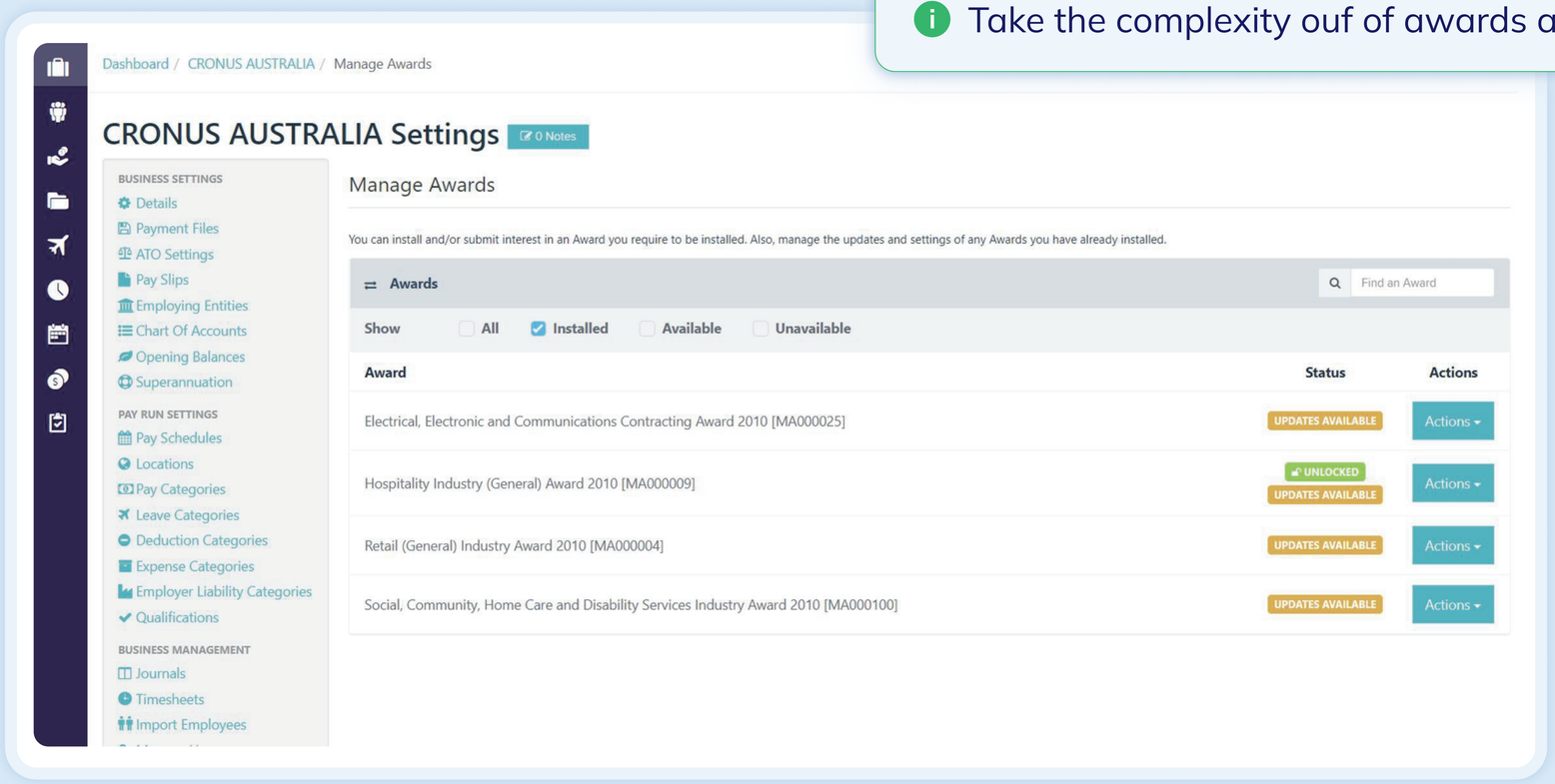
Wiise helps you manage employee leave accurately and transparently by keeping balances, approvals, and payroll aligned. This reduces manual tracking and ensures leave is processed correctly every pay cycle.

Wiise helps by enabling you to:

- Track leave balances in real time
- Manage leave requests and approvals efficiently
- Ensure leave is accurately reflected in payroll
- Reduce errors caused by manual leave tracking

3 Awards

Take the complexity ouf of awards and pay rules



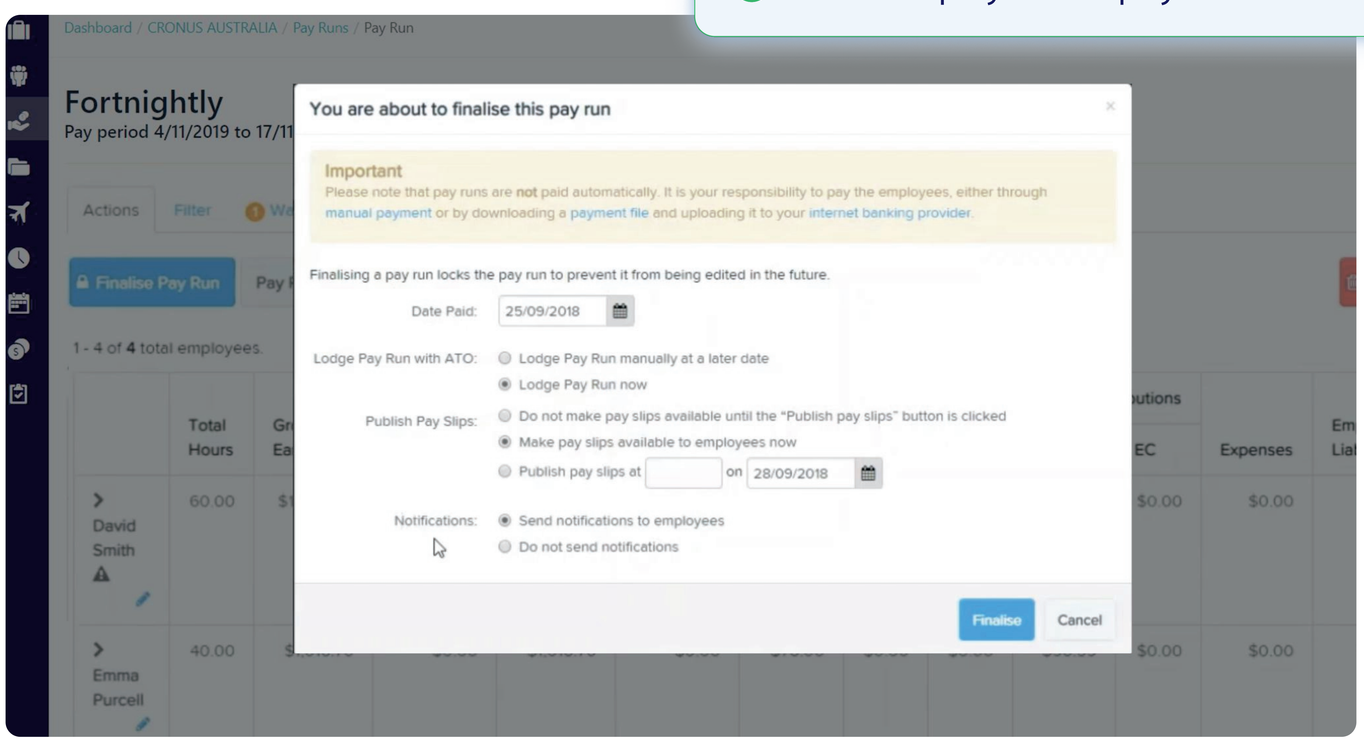
Wiise helps you manage complex award conditions and pay rules with confidence. By applying the correct rates, penalties, and allowances automatically, you can stay compliant and reduce payroll risk.

Wiise helps by enabling you to:

- Apply award rules, pay rates, and conditions consistently
- Automate penalties, allowances, and overtime calculations
- Reduce compliance risk and payroll errors
- Simplify management of complex pay structures

4 Pay run

Wiise helps you run payroll end to end all in one place



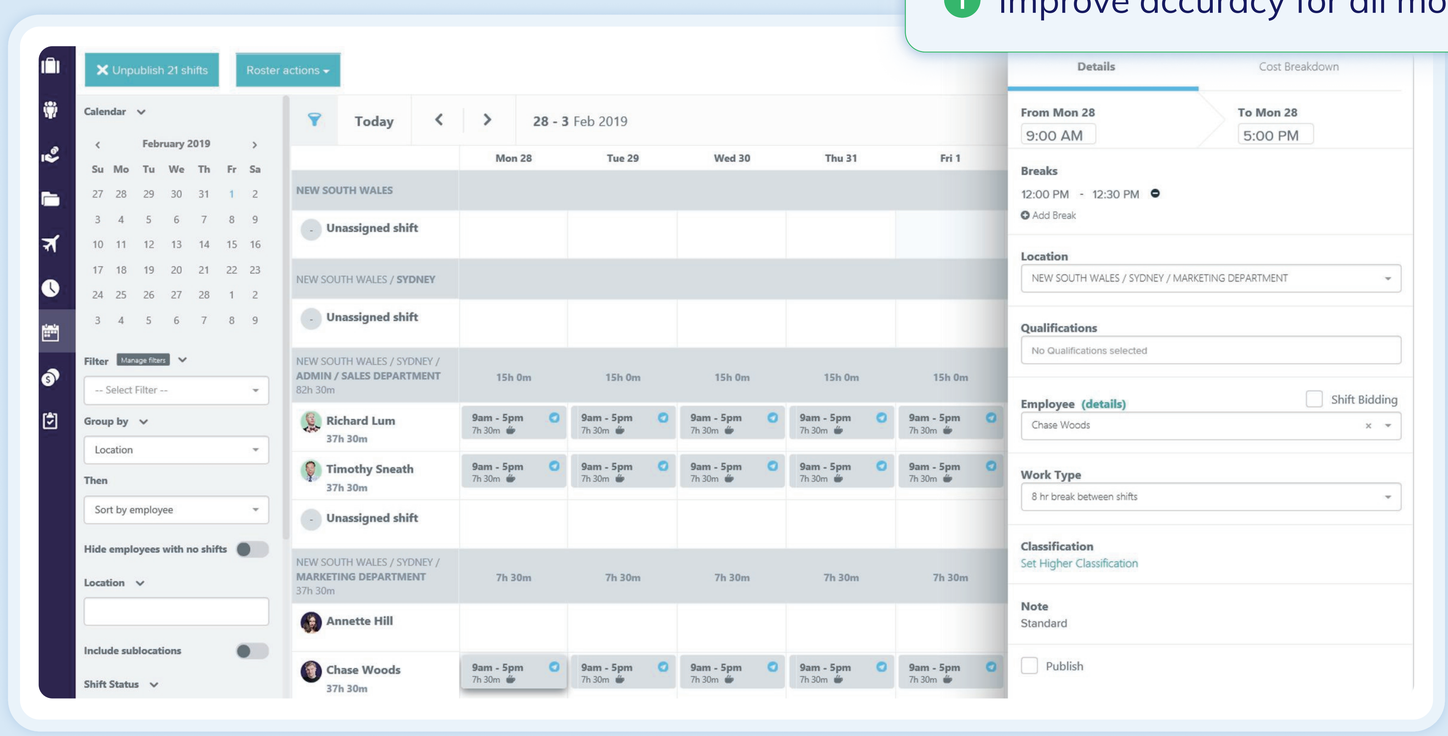
Wiise helps you run payroll efficiently by connecting rosters, timesheets, leave, and awards into one streamlined process. This reduces manual checks and ensures employees are paid accurately and on time.

Wiise helps by enabling you to:

- Process pay runs with confidence using integrated data
- Reduce manual reconciliation and rework
- Ensure accurate, on-time employee payments
- Gain clear visibility into payroll costs and outcomes

Month end

1 Check reports



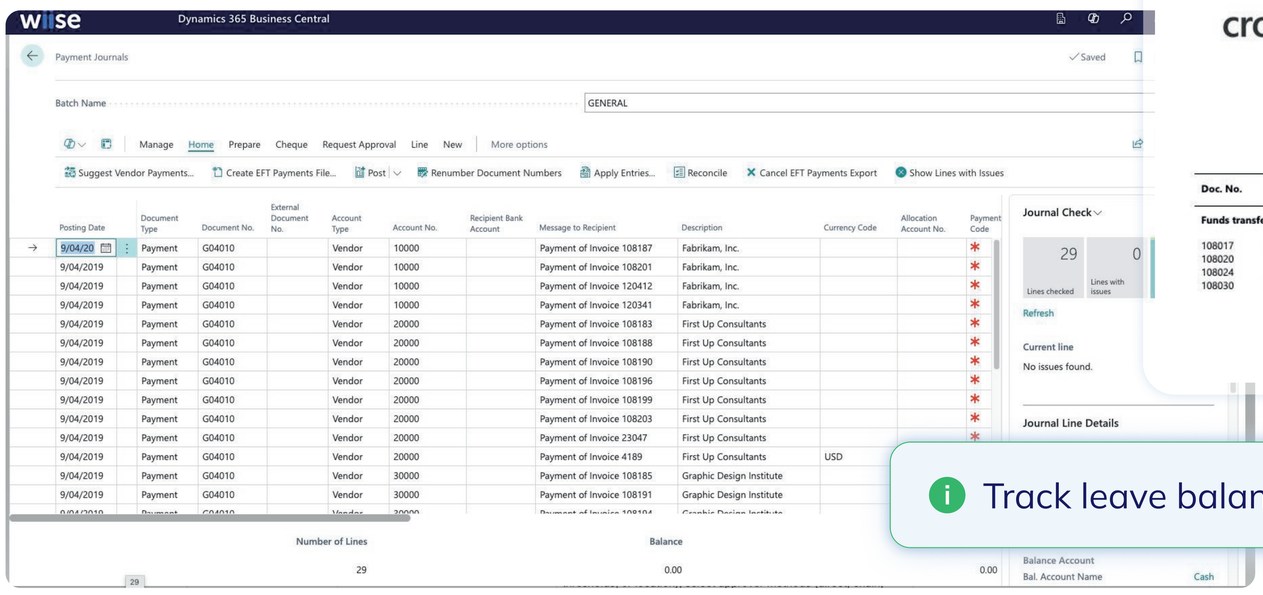
Improve accuracy for all month end activity and processes

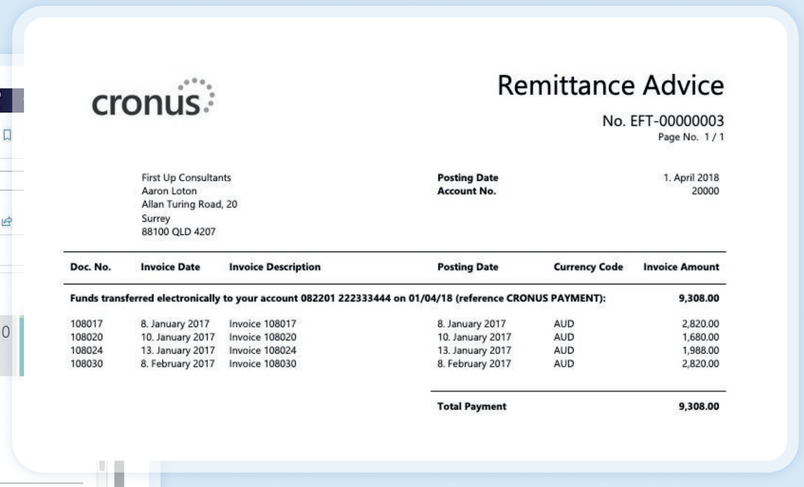
Wiise helps finance teams review and validate financial activity with clear, accurate check reports before posting. This ensures transactions are correct, complete, and aligned with business rules, reducing errors downstream.

Wiise helps by enabling you to:

- Review journals, invoices, and payments before posting
- Identify errors or exceptions early
- Improve accuracy and control across financial processing
- Reduce rework caused by incorrect postings

2 Post payments (EFT/Bulk Payments)





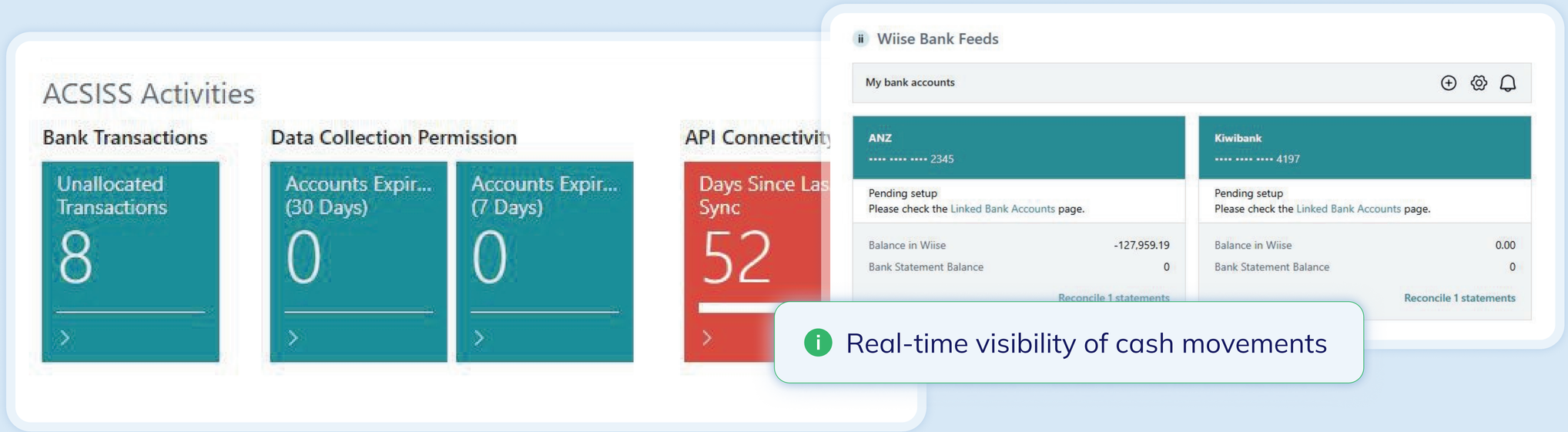
Track leave balances in real time to ensure payroll is aligned

Wiise helps you manage employee leave accurately and transparently by keeping balances, approvals, and payroll aligned. This reduces manual tracking and ensures leave is processed correctly every pay cycle.

Wiise helps by enabling you to:

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3 Bank feeds



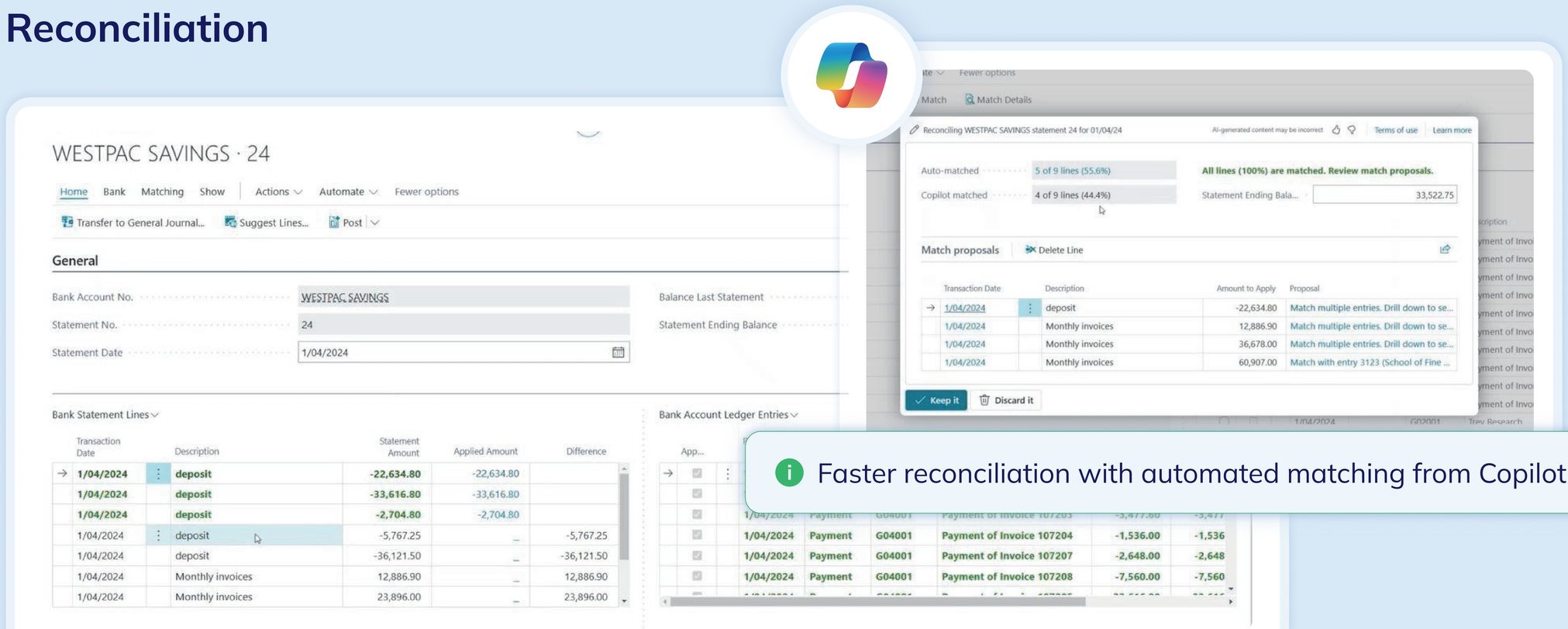
Real-time visibility of cash movements

Wiise helps automate the flow of bank transactions into your finance system using ACSISS bank feeds. This gives finance teams real-time visibility into cash movements without manual imports.

Wiise helps by enabling you to:

- Automatically import bank transactions from supported institutions
- Keep cash balances up to date in real time
- Reduce reliance on manual bank statement uploads
- Improve visibility into cash inflows and outflows

4 Reconciliation



Faster reconciliation with automated matching from Copilot

Wiise helps finance teams reconcile faster and with greater confidence by combining automated rules matching with Copilot support for lump sum payments. By highlighting exceptions and assisting with investigation, reconciliation becomes quicker and less manual.

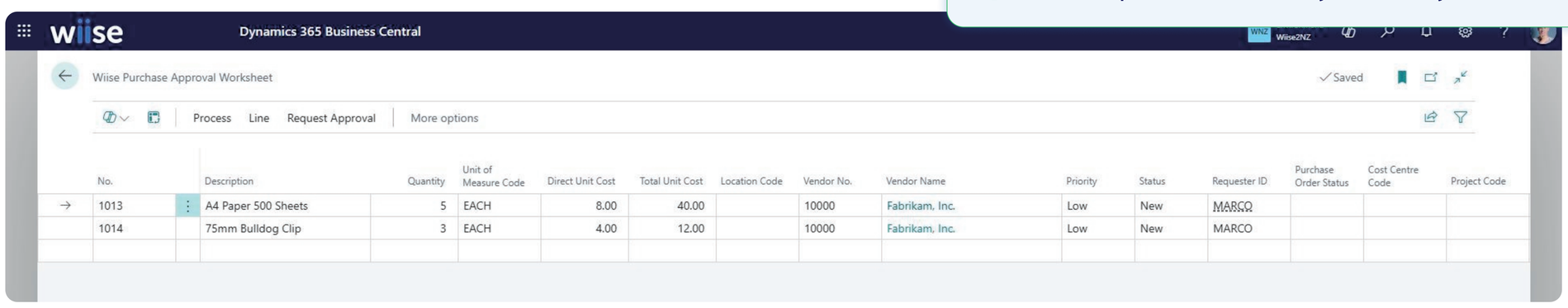
Wiise helps by enabling you to:

- Automatically match bank transactions to payments and receipts
- Identify unmatched or suspicious items quickly
- Use Copilot to summarise discrepancies and assist investigation
- Reduce reconciliation time and month-end workload

Budget/commitment management

1 Purchase requisition/purchase approvals

Track spend accurately across your business



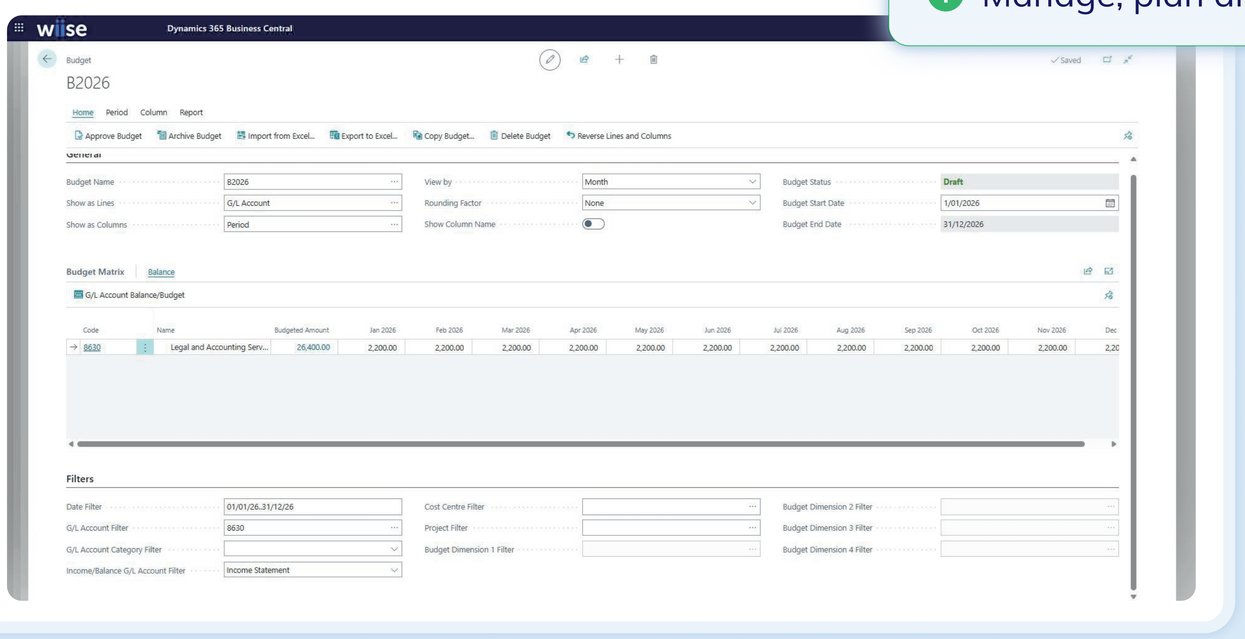
Wiise helps you control spend before it happens by managing purchase requisitions and approvals in one connected workflow.

Wiise helps by enabling you to:

- Create purchase requisitions with budget visibility upfront
- Route approvals based on rules, roles, or thresholds
- Reduce unauthorised or out-of-budget spending
- Improve auditability and governance

2 Budgeting and budget approvals

Manage, plan and approve budgets in one place

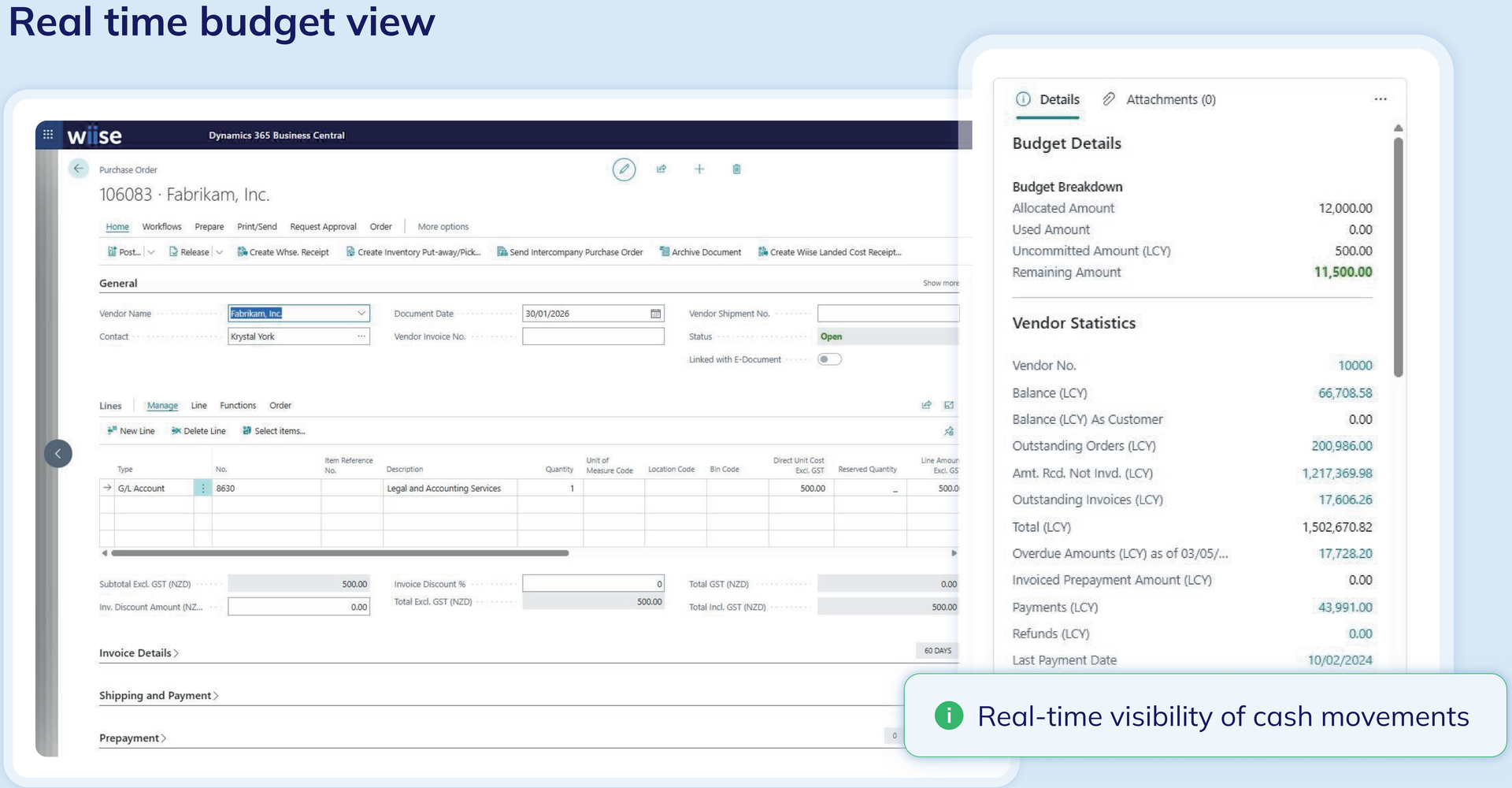


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- Manage leave requests and approvals efficiently
- Ensure leave is accurately reflected in payroll
- Reduce errors caused by manual leave tracking

3 Real time budget view



Real-time visibility of cash movements

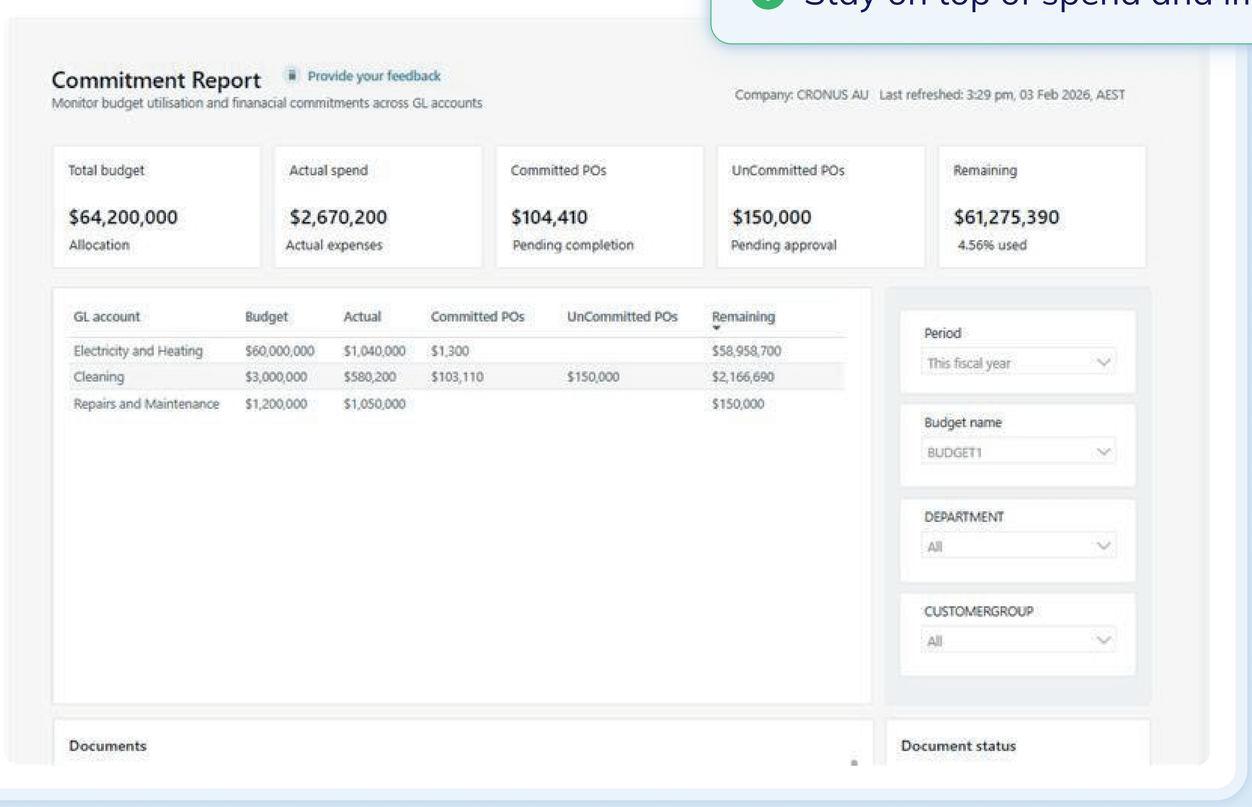
Wiise helps teams stay on top of spend with real-time visibility into budgets versus actuals and commitments.

Wiise helps by enabling you to:

- View budgets, actuals, and committed spend in real time
- Identify potential overruns early
- Support better decision-making at every level
- Reduce end-of-month surprises

4 Commitment reporting

Stay on top of spend and improve financial forecasting



Wiise helps you understand future financial obligations by reporting on committed spend across the business.

Wiise helps by enabling you to:

- Track committed costs from purchase orders and contracts
- Understand remaining budget availability
- Improve cash flow and forecasting accuracy
- Strengthen financial control and accountability



Wiise capabilities

Supply chain management



Supply chain management

wiise

Business Central

Inventory/warehouse

- Warehouse management
- Inventory control
- Sales and inventory forecast
- Item categories and attributes
- Item tracking
- Multiple locations
- Sales and Purchasing
- Planning and availability
- Price lists - special prices and discounts
- Stock keeping units
- Multiple units of measure

+

Wiise Operational Essentials

Inventory/warehouse

- Warehouse management app (WMS) and barcode scanning
- Landed cost module including budgeting
- Warehouse & DIFOT dashboards
- Purchase requisition
- Carrier cut-off times
- Digital stock management

+

Embedded Solutions

- AP/AR automation



With Wiise we finally have objective data on what's happening in the warehouse. We can see picks per hour, balance workload fairly, and make confident, informed decisions.

Paul Durose, Head of Operations, Logik Freight & Logistics

LOGIK FREIGHT & LOGISTICS

Wiise Operational Essentials

Wiise Dashboards

See your warehouse clearly with powerful dashboards built on Microsoft Power BI. Wiise gives you real-time visibility into tasks, stock, and performance so you can manage workloads, spot issues early, and keep operations running smoothly all with data you can trust.



Warehouse Insights gives you deep analytics that go beyond day-to-day activity. Understand what's driving performance, uncover delays and overstocking, and align costs with output. Track back orders, returns, shipment delays, item availability, and worker progress to reduce unnecessary costs and make confident, data-backed decisions.

Warehouse Planner helps you stay ahead of demand with real-time visibility into overdue or priority orders, inbound and outbound tasks, and workload volumes like picks, putaways, and assemblies. Forecast resource needs, prepare before trucks arrive, and avoid missed SLAs even during peak periods.

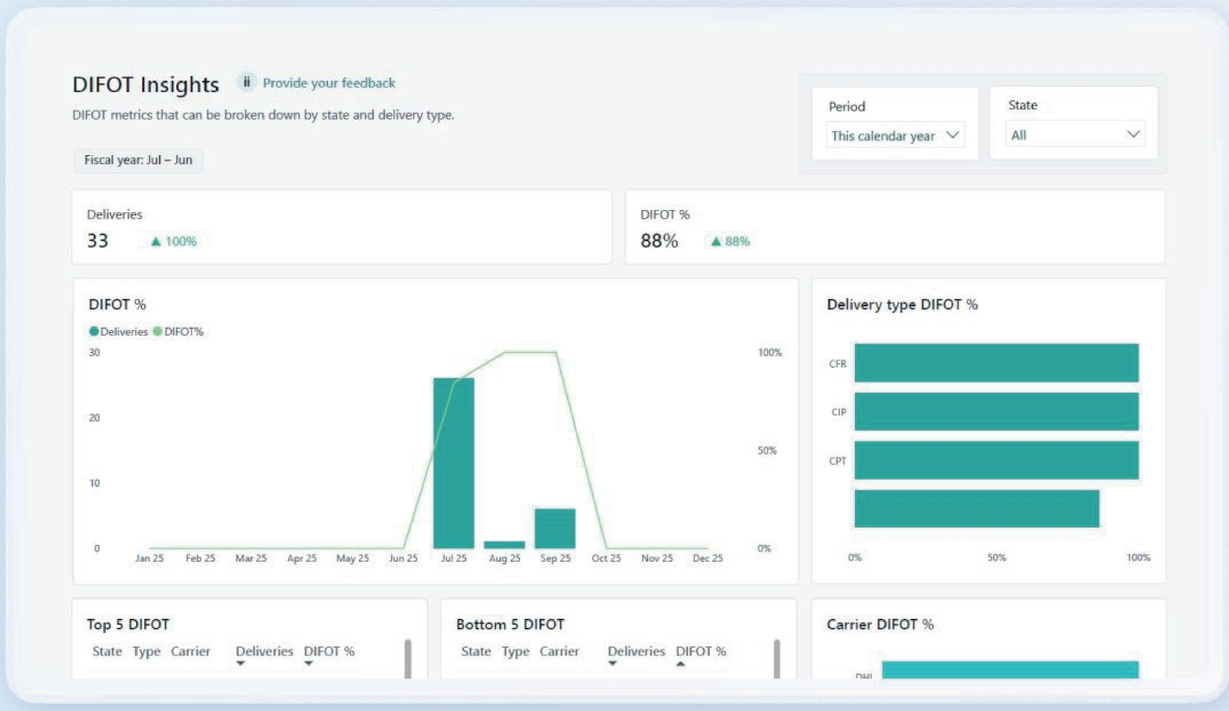
Warehouse Manager puts day-to-day control in one place. Track picking, packing, shipping, stock availability, and delays as they happen. Spot bottlenecks, prioritise urgent tasks, and monitor open orders, damaged inventory, or items needing review so you can keep goods moving and customers happy.

Together, these dashboards give you a streamlined, data-driven foundation to manage your warehouse with confidence without digging through reports or walking the floor to find answers.

DIFOT dashboard and Transport insights

See delivery performance clearly with powerful DIFOT dashboards built on Microsoft Power BI. Wiise gives you a real-time, interactive view of on-time, in-full delivery performance so you're not waiting for static reports you can drill into the data live, slice by product, customer, warehouse, carrier, or time window, and act fast.

DIFOT Insights helps you diagnose delays and lift your promise-keeping. Track the metrics that matter; DIFOT %, On-Time %, In-Full %, average days late, partial-fill rates, backorders, and promise vs. actual delivery variance. Spot trends, uncover bottlenecks, and drill down to root causes by item, location, customer, or period so you can fix issues before they impact service levels.



Transport Insights gives you visibility into freight and carrier performance. Monitor on-time pickup and delivery, exception rates, transit time variability, dwell time, damage or loss rates, and cost per shipment. Compare carriers and lanes with simple scorecards to balance speed, cost, and service reliability.

Together, these dashboards create a clear, data-driven foundation for improving DIFOT, reducing delivery costs, and keeping customers happy with real-time drill-through, filtering, and exploration powered by Power BI.

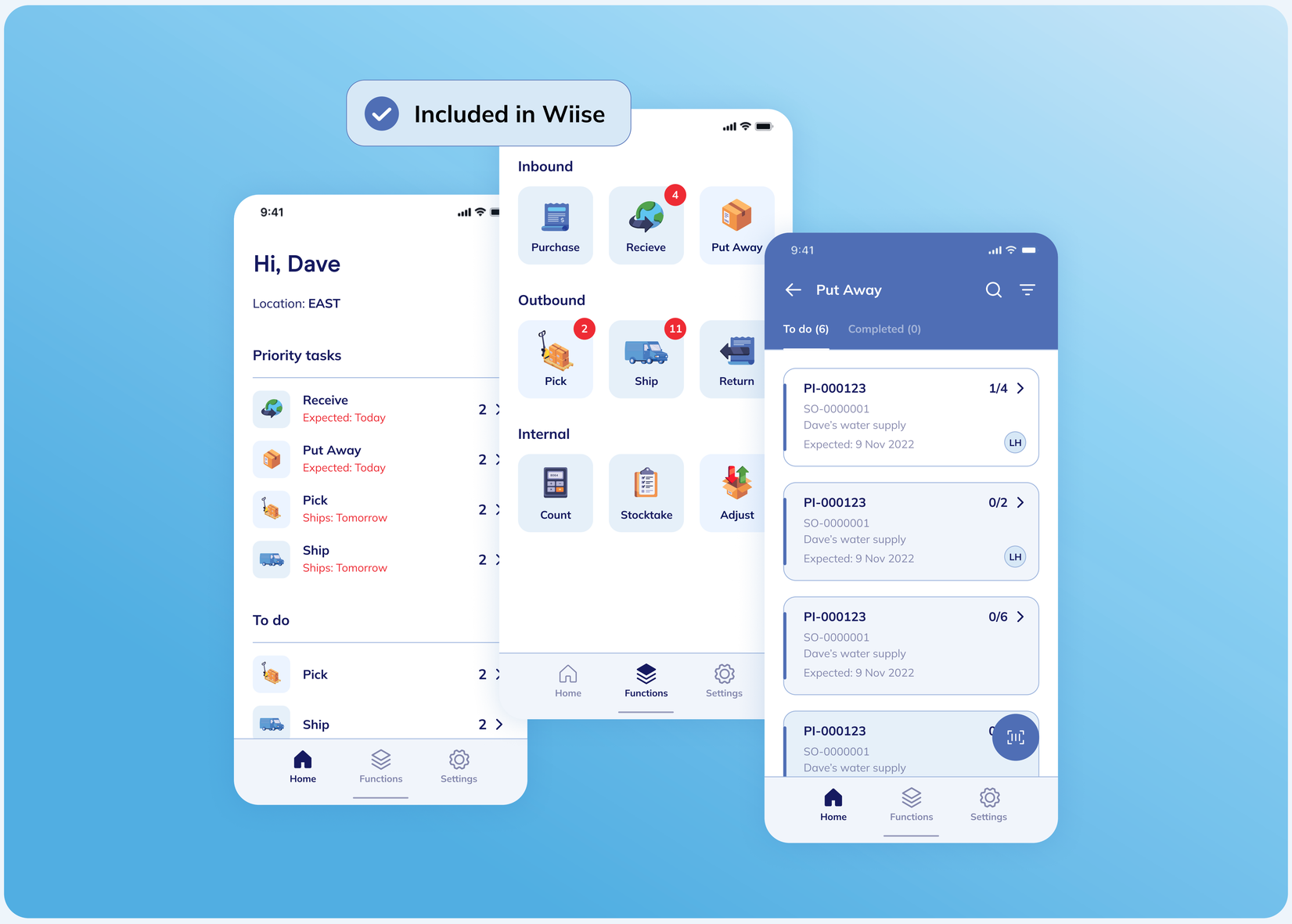


Landed cost budgeting

Know your true cost before stock hits the shelf. Wiise automatically captures freight, duty, insurance, and handling so you can see the real landed cost of every item. Protect your margins, price confidently, and plan ahead without the guesswork or spreadsheet chaos. Every shipment is costed accurately, every time, giving you a clear view of profitability before you commit stock to a sale. With true landed cost visibility, you can negotiate better, forecast smarter, and avoid margin surprises at month-end.

Warehouse management app

Run your warehouse from the palm of your hand. The Wiise app lets teams pick, pack, move, and receive stock using mobile devices that update your ERP instantly. Improve accuracy, cut paperwork, and boost productivity without being tied to a desk and stay ahead of stock outs with real-time visibility into what's on hand, what's moving, and what needs replenishing before it becomes a problem.



Barcode scanning

Label smarter and move faster. Wiise generates and prints barcodes for products, bins, and locations directly from your ERP, giving your team instant accuracy on every pick, pack, and put-away. Track goods reliably, eliminate manual errors, and streamline every warehouse task all without slowing down your operation.

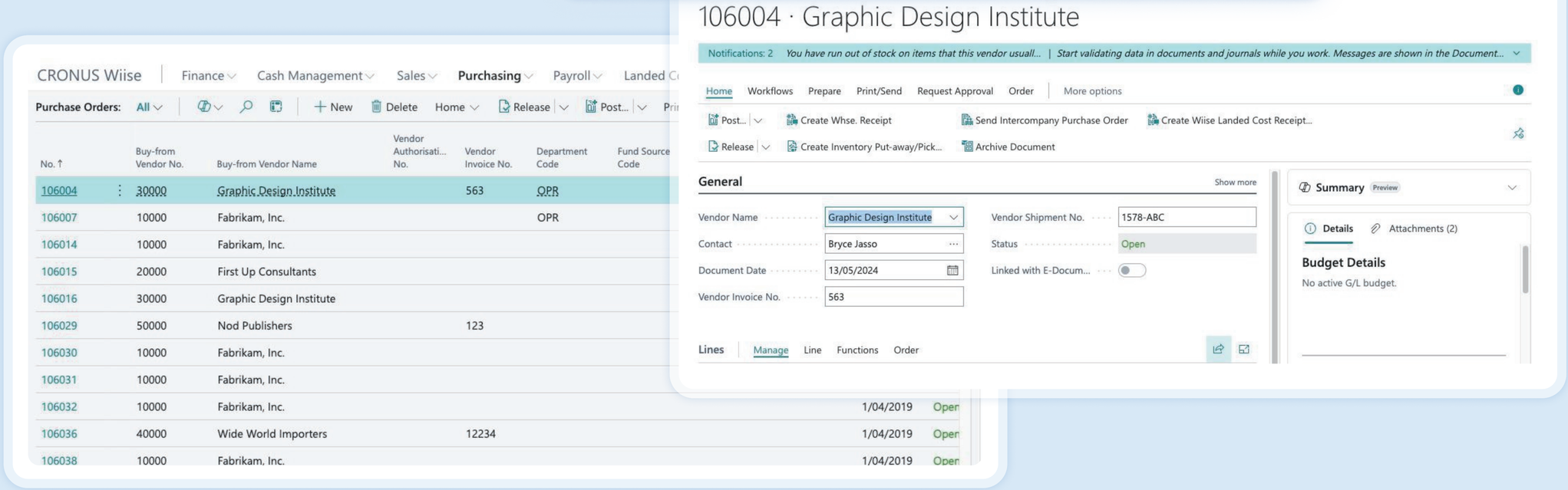
Key Process Improvements

Supply chain management

Procure

1 Purchase

ℹ Create and track purchase orders with ease in Wiise



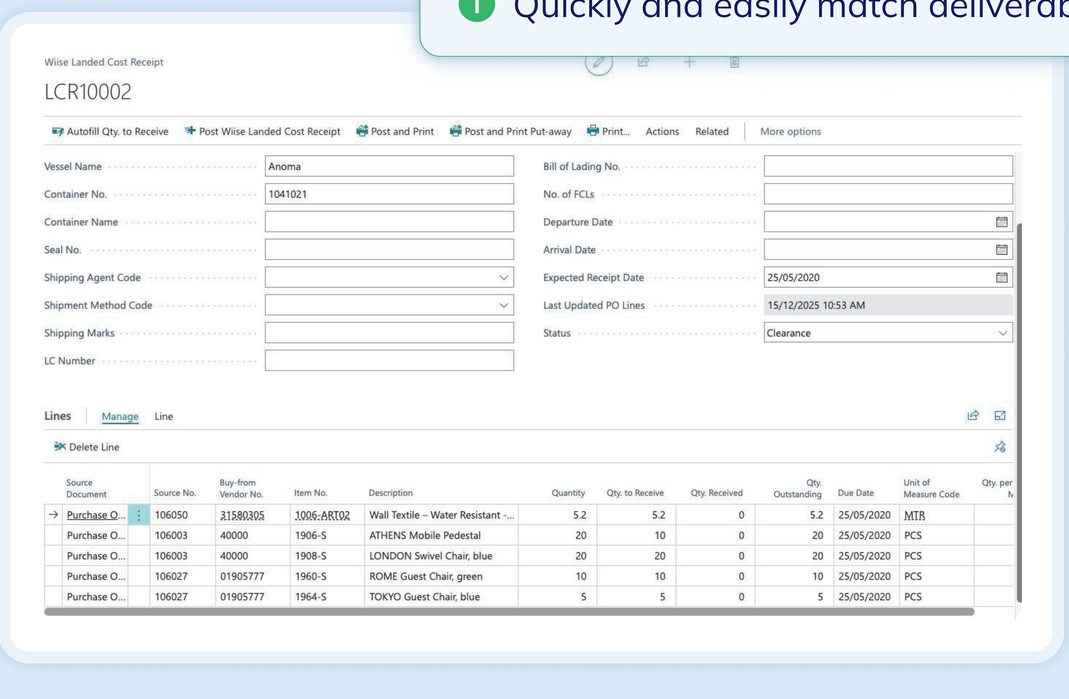
Wiise helps you manage purchasing efficiently by creating and tracking purchase orders with full visibility into demand, supplier terms, and lead times. Wiise also supports intelligent inventory replenishment, automatically suggesting when to reorder stock based on min/max levels, reorder points, lead times and safety stock settings to help prevent stockouts and excess inventory.

Wiise helps by enabling you to:

- Create and manage purchase orders in one system
- Track supplier pricing, terms, and delivery expectations
- Align purchasing with demand, inventory policies and safety stock levels
- Automatically reorder stock when quantities fall below set thresholds
- Reduce over-ordering, under-ordering and manual ordering effort

2 Receiving

ℹ Quickly and easily match deliverables to purchase orders

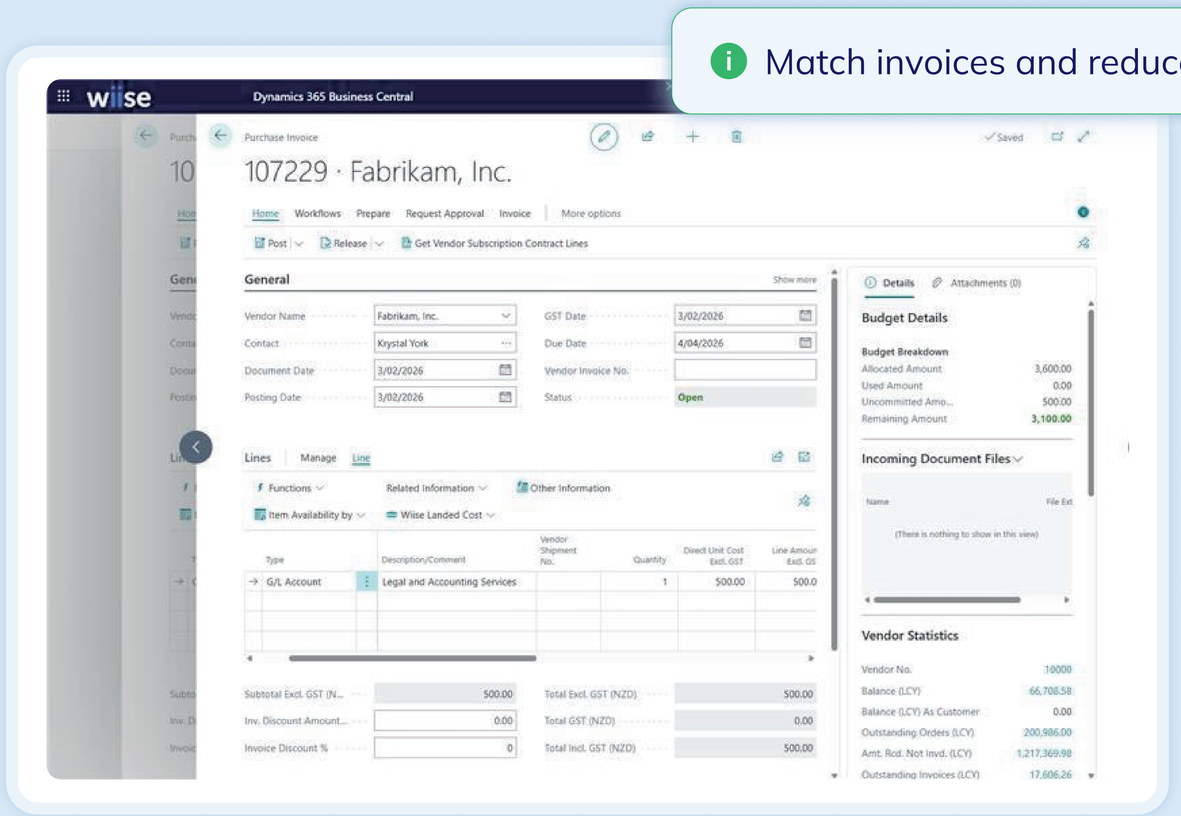


Wiise helps you receive goods accurately and efficiently by matching deliveries to purchase orders and updating inventory in real time.

Wiise helps by enabling you to:

- Receive goods against purchase orders quickly
- Update stock levels automatically upon receipt
- Identify short, damaged, or late deliveries
- Improve inventory accuracy and visibility

3 Invoicing



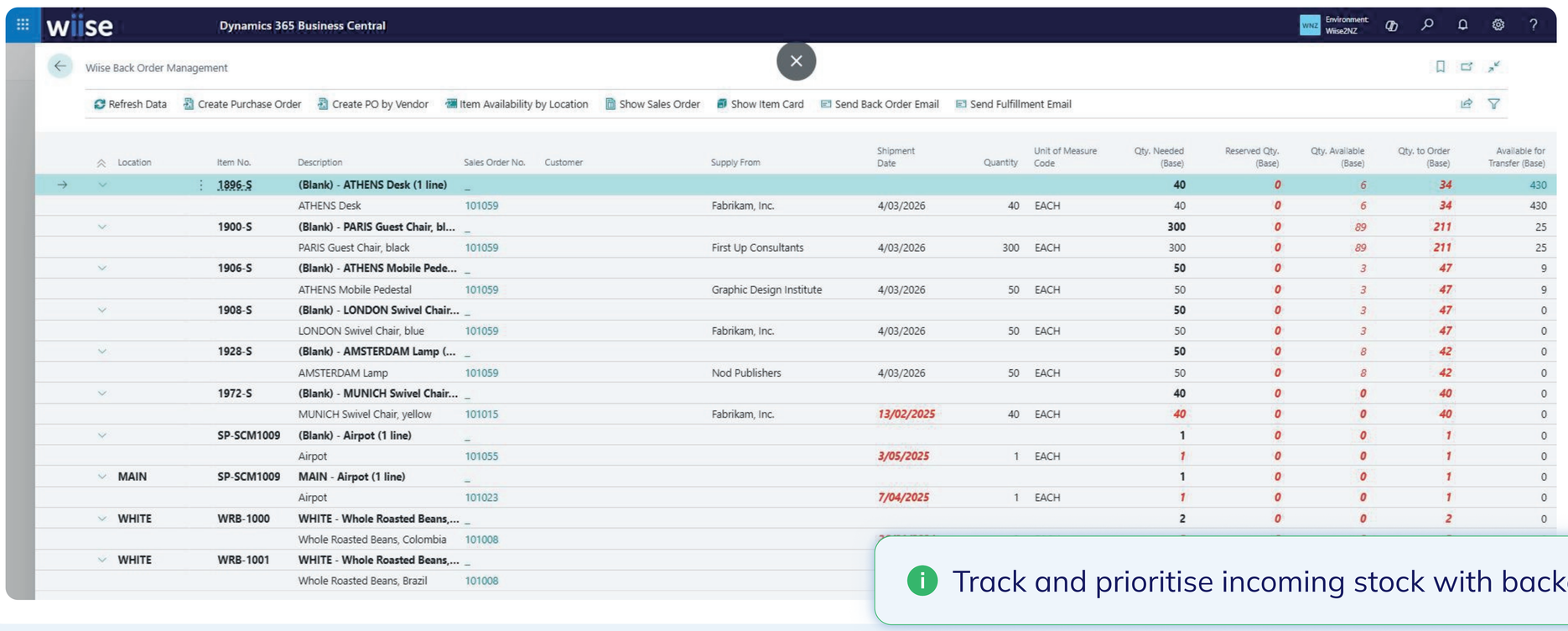
Match invoices and reduce errors

Wiise helps streamline supplier invoicing by matching invoices to purchase orders and receipts, reducing errors and manual reconciliation.

Wiise helps by enabling you to:

- Match supplier invoices to POs and receipts
- Validate pricing and quantities automatically
- Reduce invoice discrepancies and rework
- Speed up accounts payable processing

4 Allocation/backorder



Track and prioritise incoming stock with backorders

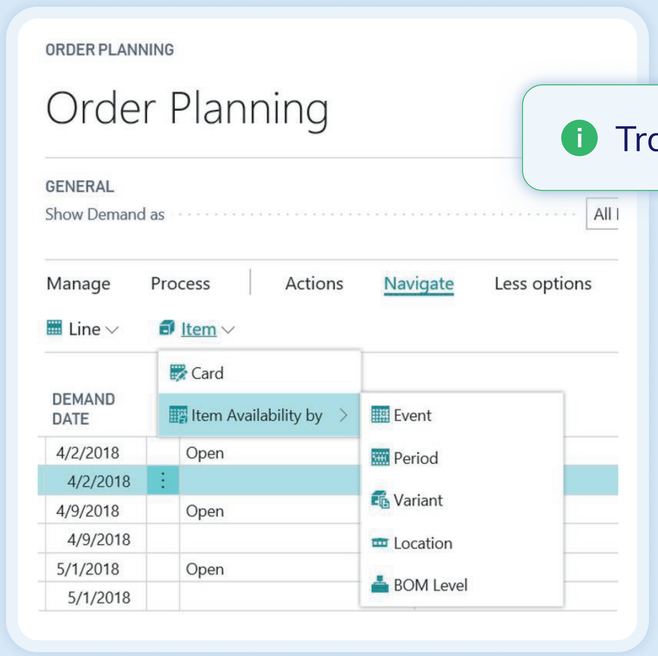
Wiise helps you allocate incoming stock and manage backorders with clarity, ensuring the right orders are fulfilled first and customers are kept informed.

Wiise helps by enabling you to:

- Allocate stock automatically as it becomes available
- Identify and prioritise backorders
- Reduce fulfilment delays and missed commitments
- Improve service levels with better stock visibility

Inventory

1 Account



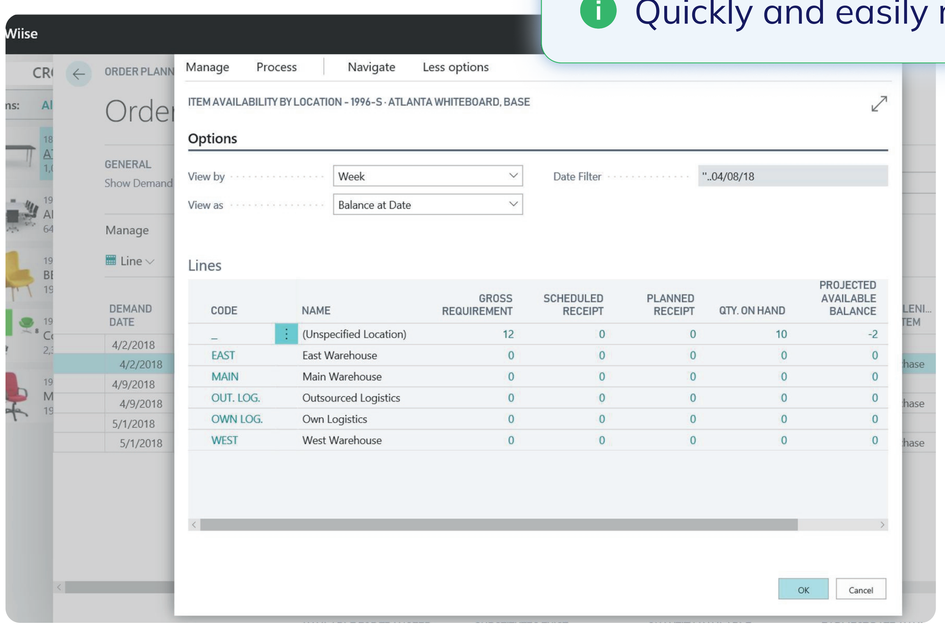
Track purchasing and logistics all one place

Wiise helps supply chain teams manage supplier and logistics accounts with clear visibility and control. By keeping commercial terms, performance data, and transaction history in one place, teams can make better sourcing and service decisions.

Wiise helps by enabling you to:

- Maintain supplier and carrier account details centrally
- Track purchasing and logistics history by account
- Store pricing, terms, and service agreements
- Improve supplier and carrier relationship management

2 Availability



Quickly and easily match deliverables to purchase orders

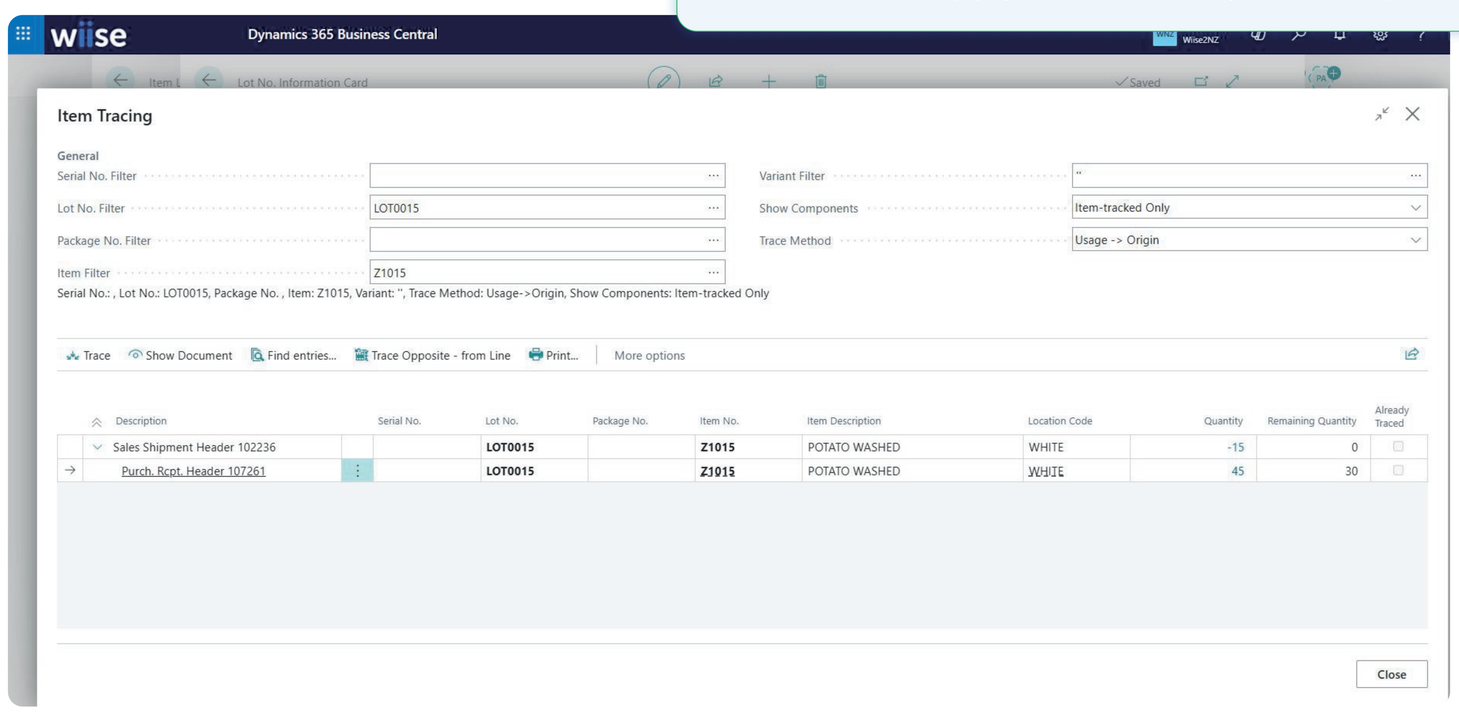
Wiise helps you understand product availability across your supply chain in real time. With accurate visibility of stock on hand, in transit, and on order, teams can plan confidently and respond quickly to demand changes.

Wiise helps by enabling you to:

- View stock availability across warehouses and locations
- Understand what is on hand, allocated, and on order
- Reduce stockouts and over-promising
- Improve service levels with better availability insights

3 Tracking

Track all supply chain activity and keep customers informed



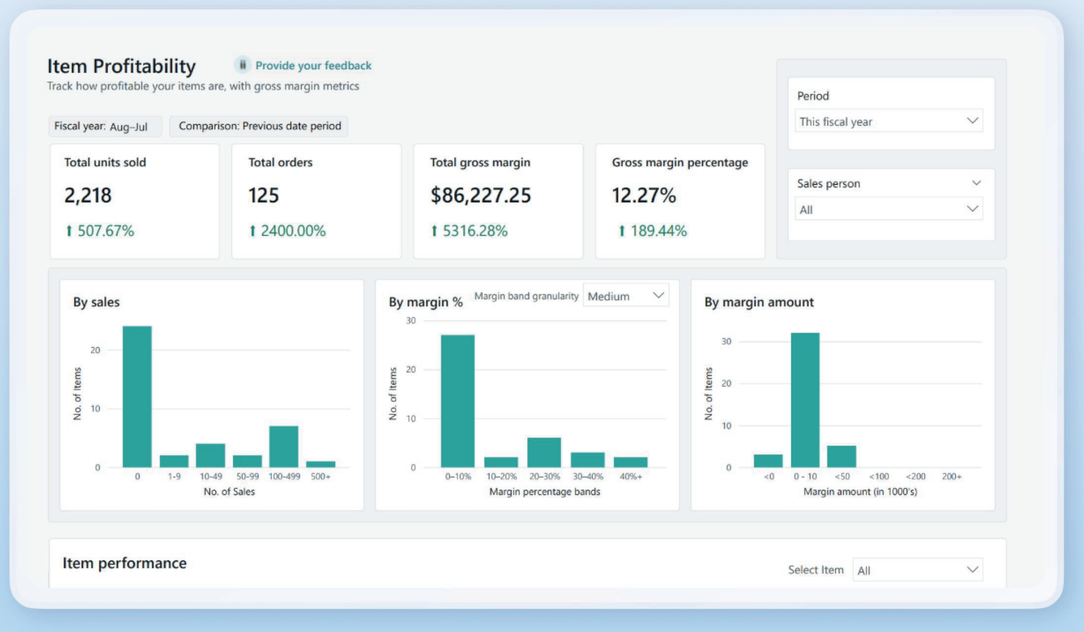
Wiise helps you track supply chain activity from order through to delivery. By monitoring movements, milestones, and exceptions, teams can stay ahead of delays and keep customers informed.

Wiise helps by enabling you to:

- Track purchase orders, shipments, and deliveries
- Monitor delays, exceptions, and backorders
- Improve visibility across inbound and outbound movements
- Support proactive issue resolution

4 Reporting

Measure and improve supply chain performance with real-time reporting



Wiise helps you measure and improve supply chain performance with clear, real-time reporting. By tracking key metrics and trends, teams can identify bottlenecks and optimise operations.

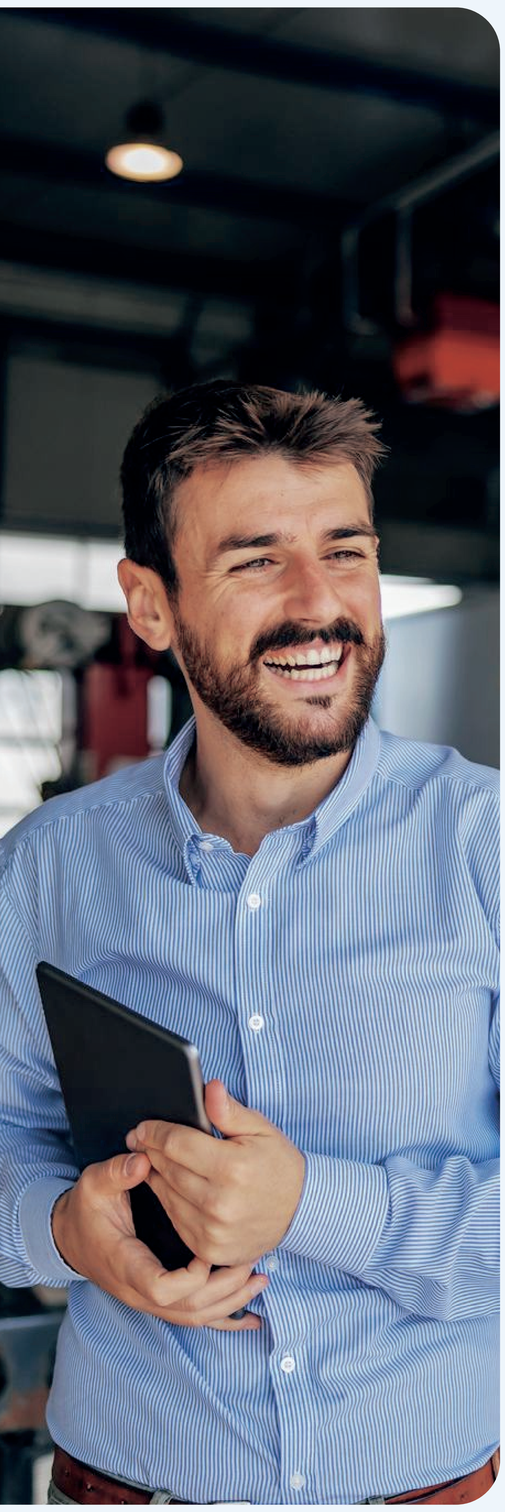
Wiise helps by enabling you to:

- Monitor supply chain KPIs and performance trends
- Identify delays, inefficiencies, and cost drivers
- Reduce reliance on manual reports
- Support data-driven supply chain decisions



Wiise capabilities

Manufacturing



Manufacturing

wiise

Business Central

Manufacturing

- Supply chain management
- Assembly management
- Capacity planning
- Product bill of materials
- Routing
- Production orders
- Planning worksheet - MPS and MRP
- Automatic components and capacity consumption
- Subcontracting
- Scrap
- Machine centres - work centre
- Version management
- Standard cost worksheet
- Dimensional tagging
- Multi-level bill of materials

+

Wiise Operational Essentials

Manufacturing

- Warehouse management app
- Wiise customised fields

+

Embedded Solutions

- Planning and scheduling
- Shop floor control



Having real-time visibility into operations, production, costs, and business performance has given us a much better handle on the business.

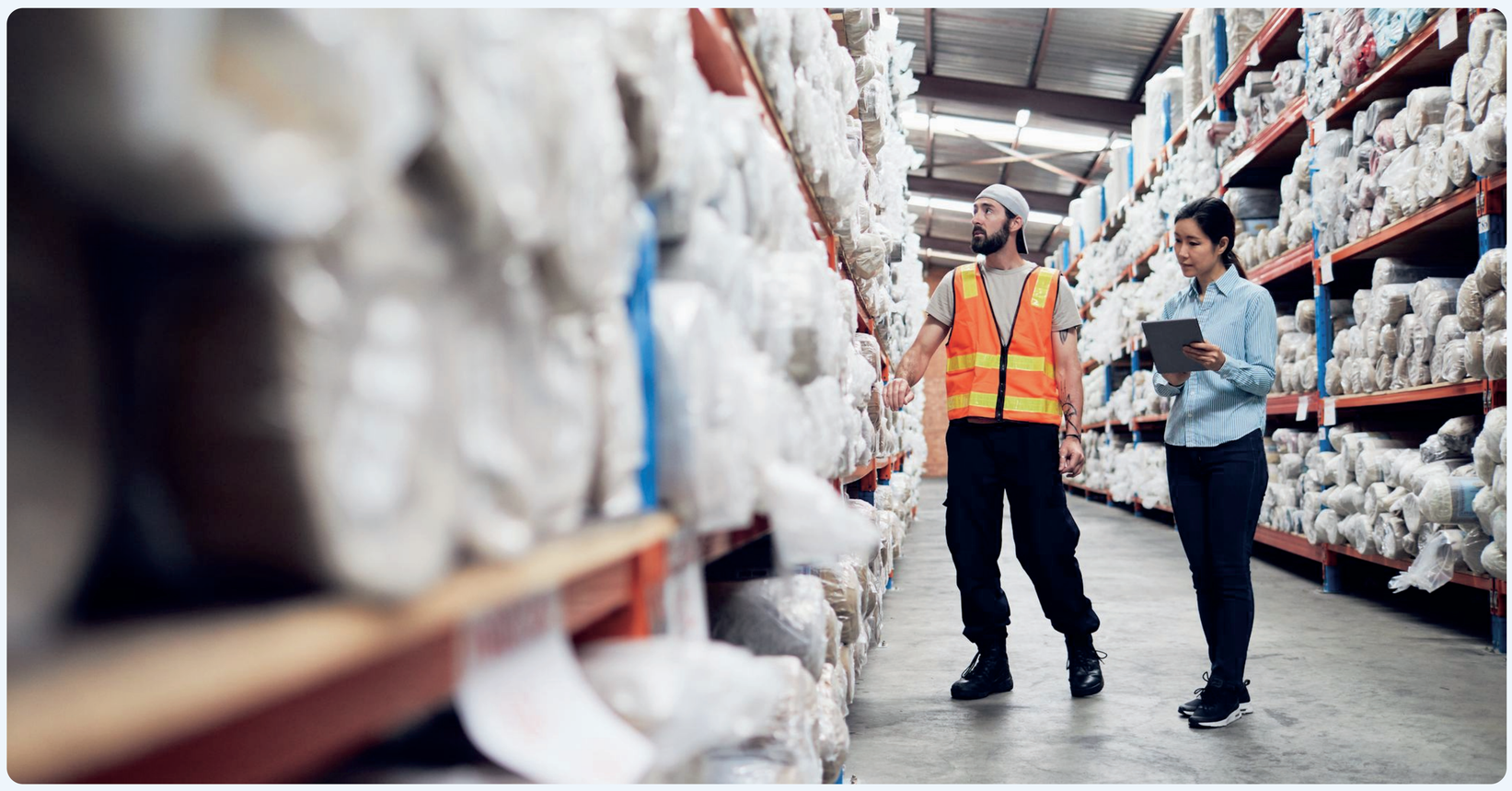
Brad Cowain, General Manager, Lencom

Lencom

Wiise Operational Essentials

Wiise customised fields

Make Wiise fit the way you work. Custom fields let you capture the extra details your business relies on whether it’s industry-specific data, operational notes, compliance information, or metrics unique to your processes. Add the fields you need across customers, items, jobs, or transactions and bring that data straight into your reports and dashboards. Stay organised, stay consistent, and tailor Wiise to your workflows without workarounds, spreadsheets, or custom development.





Warehouse management app

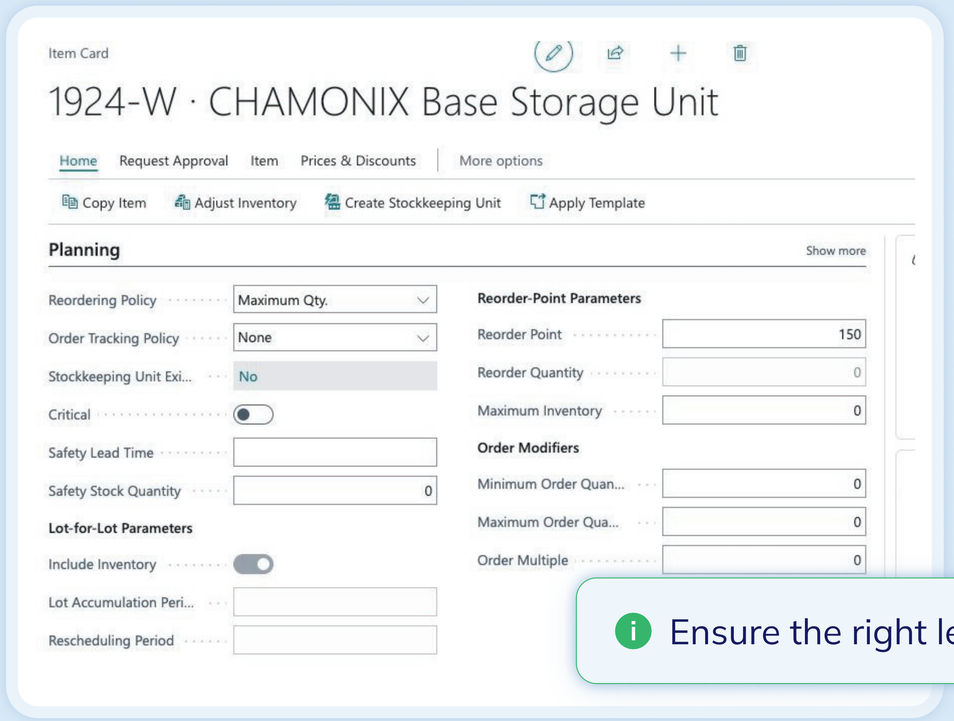
Run your warehouse from the palm of your hand. The Wiise app lets teams pick, pack, move, and receive stock using mobile devices that update your ERP instantly. Improve accuracy, cut paperwork, and boost productivity without being tied to a desk and stay ahead of stock outs with real-time visibility into what’s on hand, what’s moving, and what needs replenishing before it becomes a problem.

Key Process Improvements

Manufacturing

Planning

1 Min/Max (Raw materials Policies)

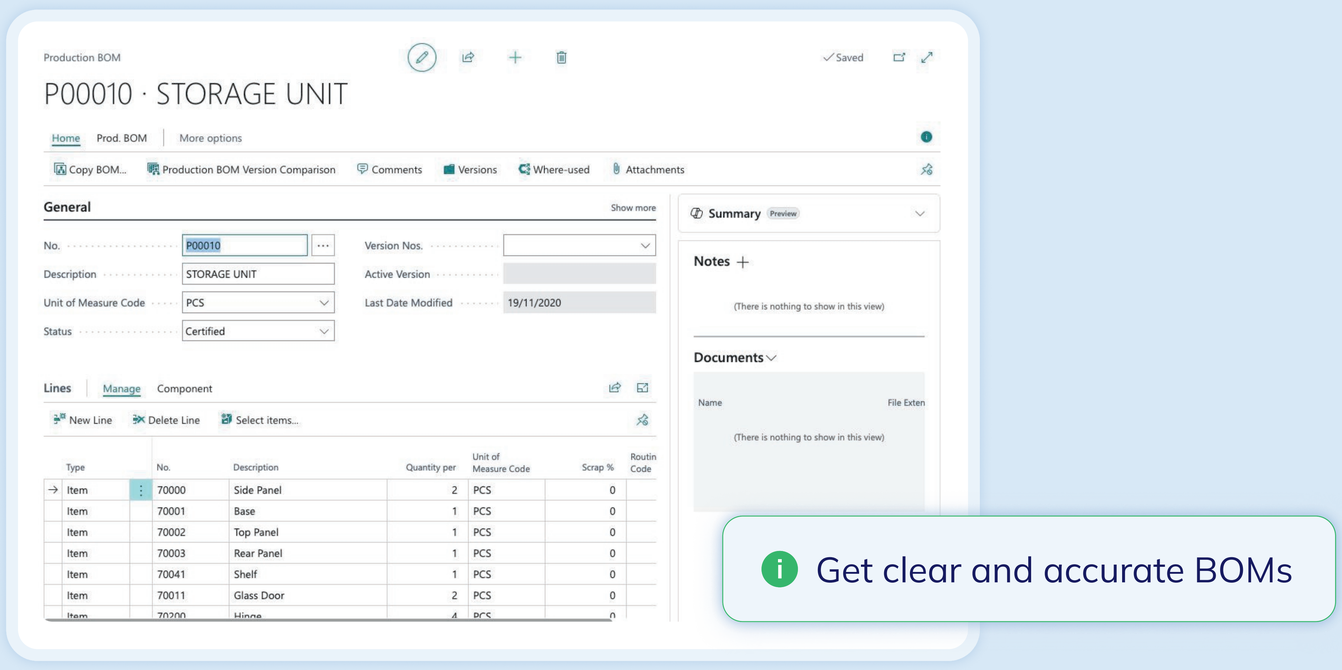


Wiise helps manufacturers maintain the right level of raw materials by defining clear minimum and maximum inventory policies. This ensures you have what you need to produce on time without tying up excess cash in overstock.

Wiise helps by enabling you to:

- Set min/max levels for raw materials based on demand and lead times
- Automatically identify when stock falls below minimum thresholds
- Reduce stockouts that delay production
- Avoid excess inventory and improve working capital control

2 BOM

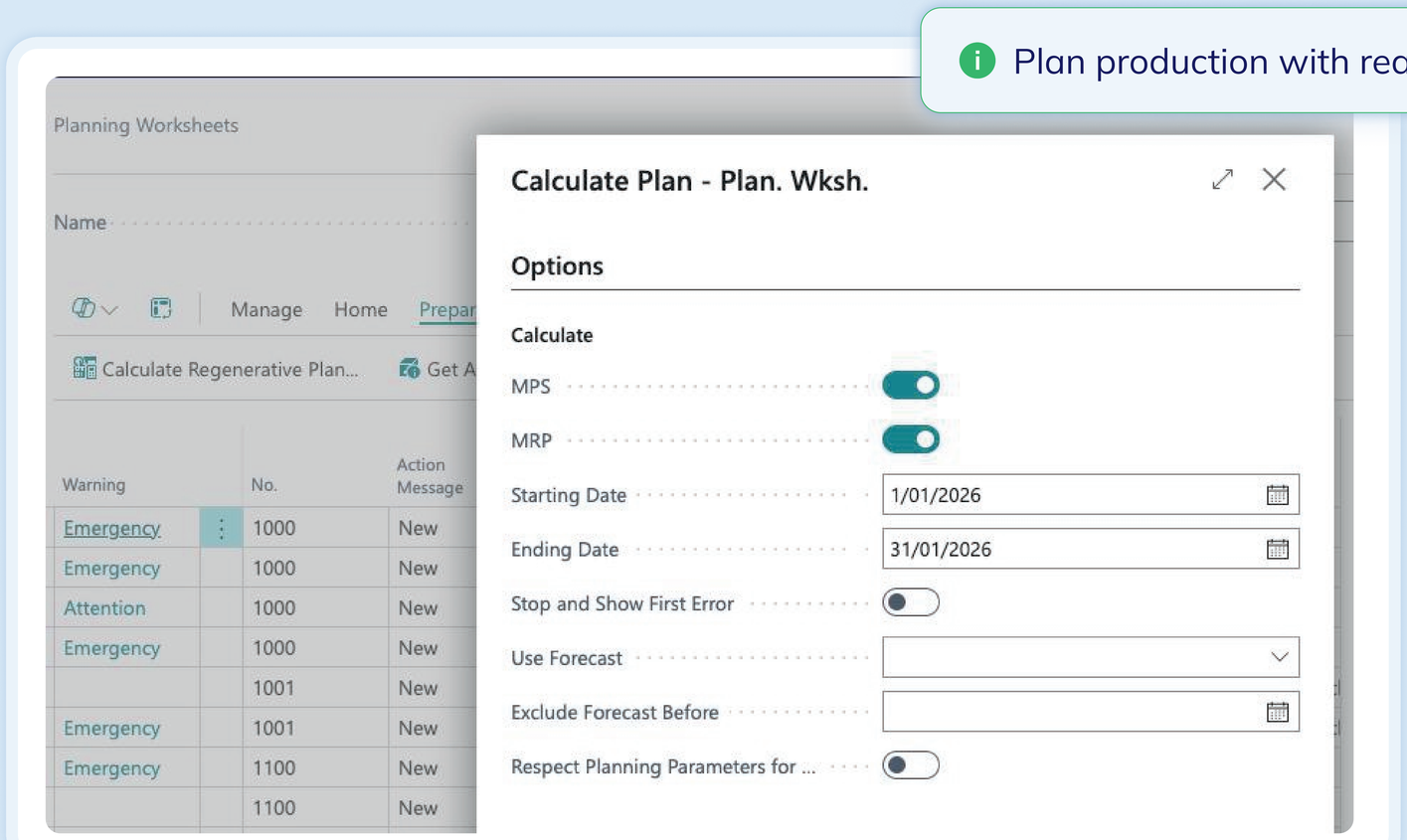


Wiise helps you manage multi-level Bill of Materials accurately by defining the exact components, quantities, and structures required to manufacture your products. With clear BOMs, production teams can plan confidently and reduce errors on the factory floor.

Wiise helps by enabling you to:

- Create and maintain multi-level BOMs with full component visibility
- Ensure consistent material usage across production runs
- Control changes to components and quantities
- Reduce production errors and rework caused by incorrect BOMs

3 MRP/MRS



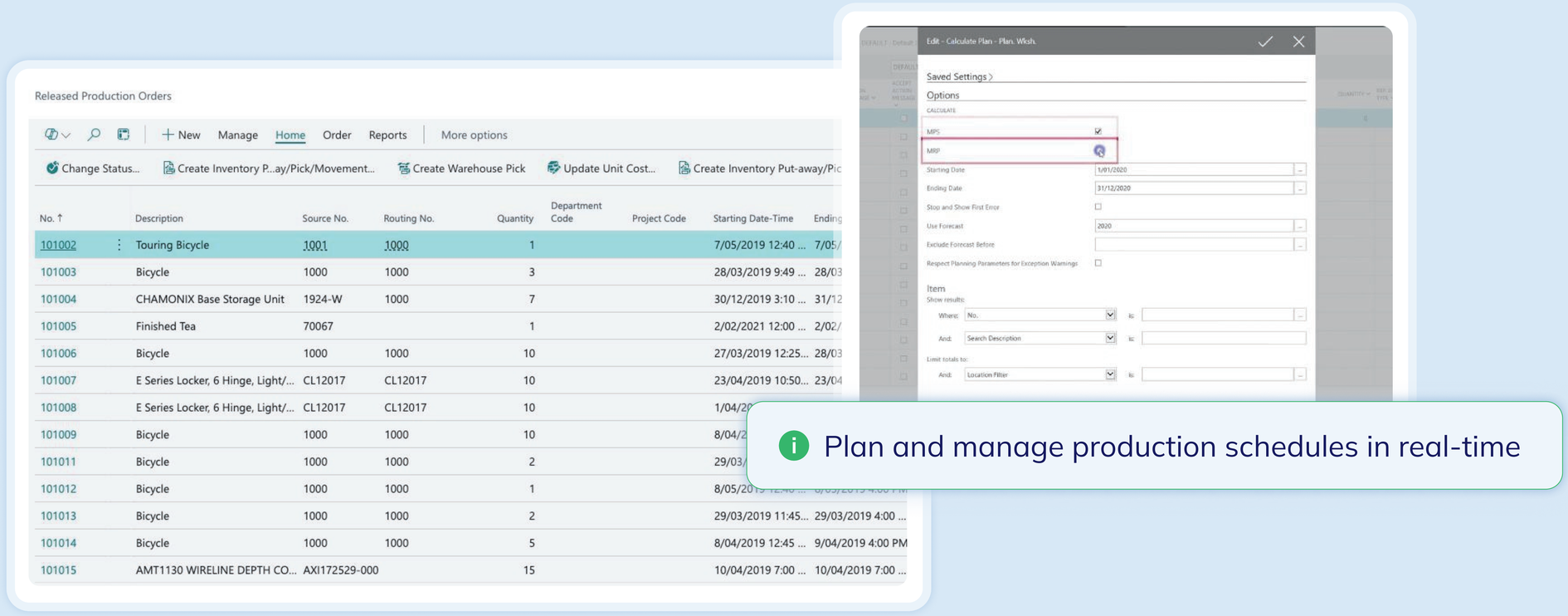
Wiise helps you plan production and materials with confidence using MRP and MRS driven by real-time demand and inventory data. This ensures the right materials and capacity are available at the right time to meet production schedules.

Wiise helps by enabling you to:

- Plan material requirements based on demand, BOMs, and current stock
- Schedule manufacturing resources to meet production needs
- Identify material or capacity constraints early
- Reduce production delays and improve on-time manufacturing performance

Execution

1 Production Schedule



Plan and manage production schedules in real-time

Wiise helps manufacturers plan and manage production schedules with real-time visibility into demand, capacity, and material availability. By aligning production plans with actual requirements, teams can reduce delays and keep manufacturing running smoothly.

Wiise helps by enabling you to:

- Create and manage production schedules based on real demand
- Align materials, labour, and capacity with planned production
- Adjust schedules quickly when priorities or constraints change
- Improve on-time production and delivery performance

2 Shop Floor



Embedded solution

Get real-time visibility of shop floor activity

Wiise helps you gain real-time visibility into shop floor activity, so production teams know what's being worked on and what's next. By tracking progress, issues, and resource usage as work happens, you can keep production moving and reduce downtime.

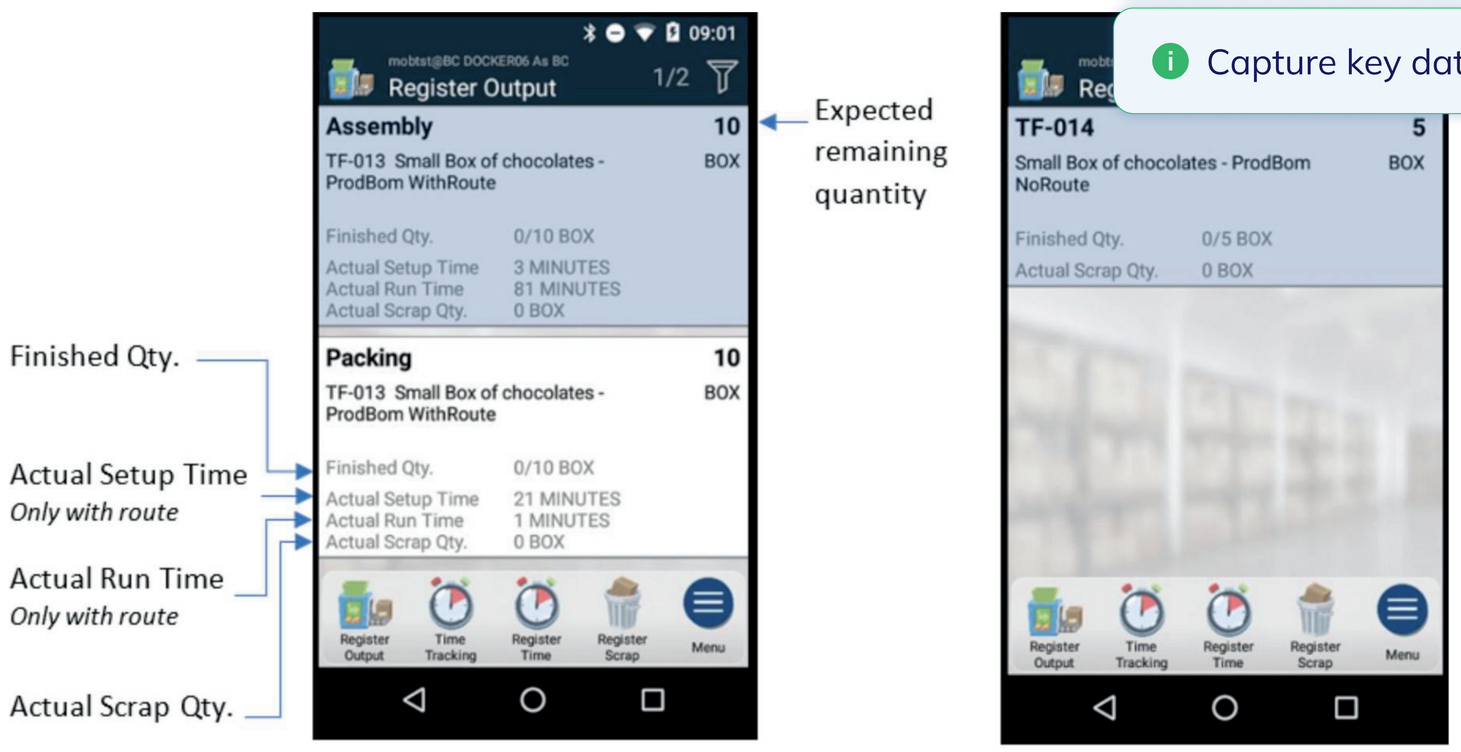
Wiise helps by enabling you to:

- Track work orders and production progress in real time
- Monitor labour and machine activity on the shop floor
- Identify bottlenecks and delays early
- Improve coordination between production, planning, and operations

3 Review (quality + cost)

Embedded solution

Capture key data to measure perfromance



Output Lines layout ***with*** *route*

Output Lines layout ***without*** *route*

Wiise helps manufacturers review production quality and costs by capturing the data needed to measure performance and identify improvement opportunities. With clear visibility into outcomes, teams can make informed decisions to improve efficiency and margins.

Wiise helps by enabling you to:

- Capture quality outcomes and identify defects or rework
- Analyse actual production costs versus expectations
- Identify cost drivers and inefficiencies
- Support continuous improvement with reliable production insights



Wiise capabilities

Sales and service



Sales and service

wiise

Business Central

Service management

- Planning and dispatching
- Service contract management
- Service item management
- Service order management
- Service price management
- Dynamics 365 Field Service integration

Sales management

- Opportunity management
- Marketing text suggestions
- Dynamics 365 Sales integration
- Contact management
- Campaign management
- Interaction and email logging

+

Wiise Operational Essentials

Service management

- Wiise custom fields
- Bulk emails

Service management

- Industry templates (orders and quotes)
- Bulk emails
- Wiise custom fields

+

Embedded Solutions

- Pipeline management
- Subscription management
- Field Service



If I sell a tub of potato salad today, how much does it cost me to make and how much am I selling it for on a daily basis? With Wiise, we can now answer those questions easily.

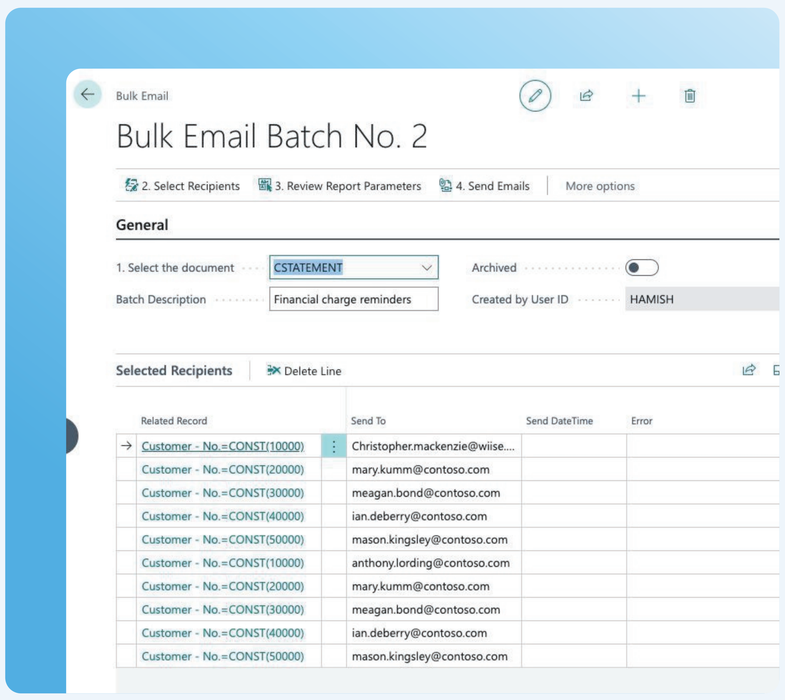
Michael Leen, Managing Director at Fresh Frontier

Wiise Operational Essentials



Wiise custom fields

Make Wiise fit the way you work. Custom fields let you capture the extra details your business relies on whether it’s industry-specific data, operational notes, compliance information, or metrics unique to your processes. Add the fields you need across customers, items, jobs, or transactions and bring that data straight into your reports and dashboards. Stay organised, stay consistent, and tailor Wiise to your workflows without workarounds, spreadsheets, or custom development.



Bulk email

Communicate and bill at scale without the busywork. Wiise lets you send invoices, statements, and updates in bulk directly from your ERP. Keep customers informed, speed up collections, and maintain consistent, professional communication with templates and without jumping between systems or wasting hours on manual sends.

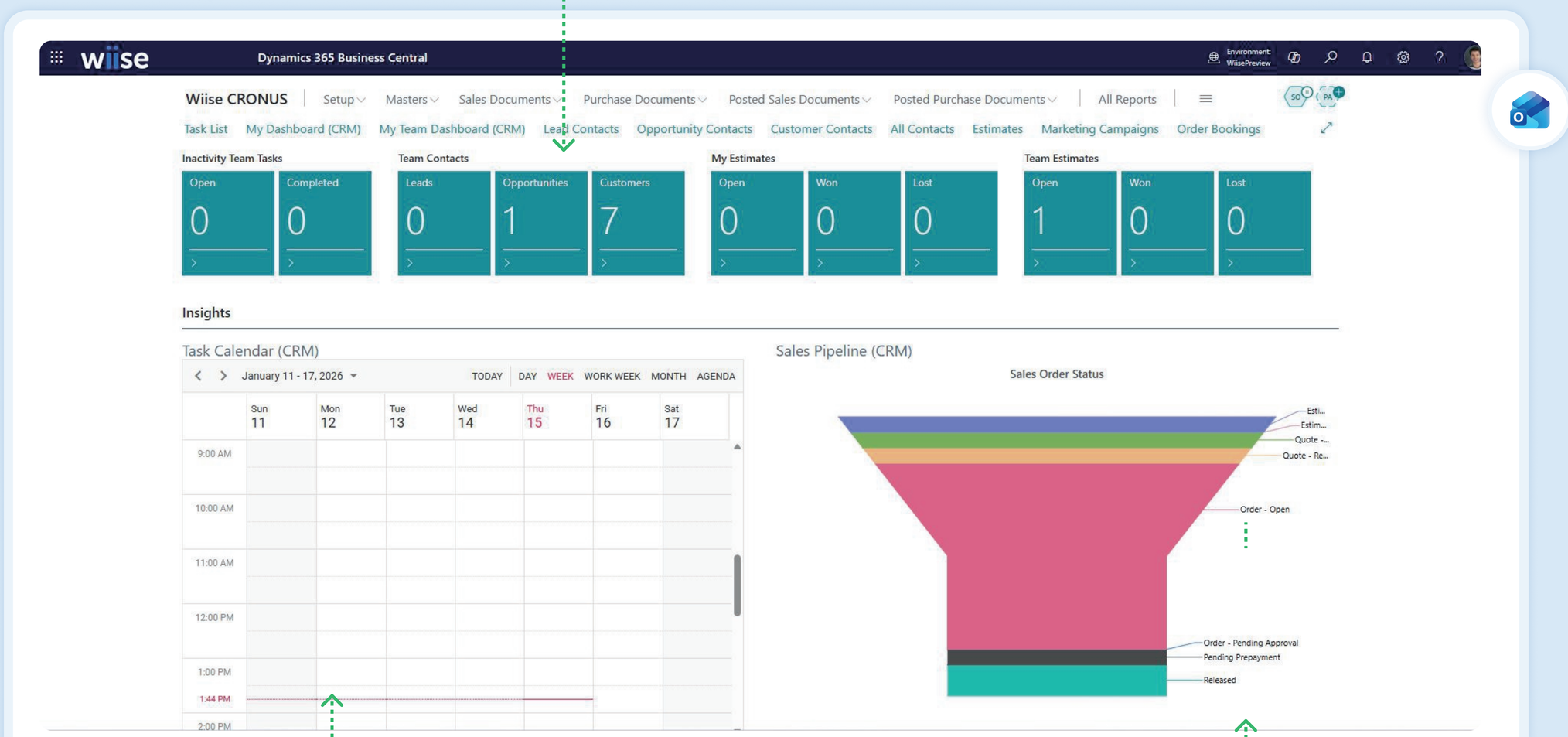
Key Process Improvements

Sales and service

Sales and Service

1 Contact

Key contact information at a glance



2 Opportunity

Track sales progress in one place

3 Quote

View sales order status

1 Contact

Wiise helps your team manage customer information in one central place, ensuring every interaction starts with accurate, up-to-date data. By eliminating duplicate records and disconnected systems, teams can work more efficiently and deliver a more consistent customer experience.

Wiise helps by enabling you to:

- Create and maintain a single, trusted customer record
- Keep contact, billing, and delivery details consistent across teams
- Reduce duplicate data entry and manual updates
- Respond to customers faster with complete, reliable information

2 Opportunity

Wiise helps your team generate accurate sales quotes faster by using real-time customer, pricing, and inventory data without switching systems or rekeying information. With Wiise, you can also generate sales quotes directly within Outlook, allowing your team to respond to customers instantly while staying in their inbox.

Wiise helps by enabling you to:

- Generate quotes directly in Wiise or Outlook using real-time data
- View customer context, including invoices, quotes, and payment status
- Apply correct pricing, discounts, and terms every time
- Confirm stock availability and lead times before committing to delivery
- Reduce quoting errors with a single source of truth

3 Quote

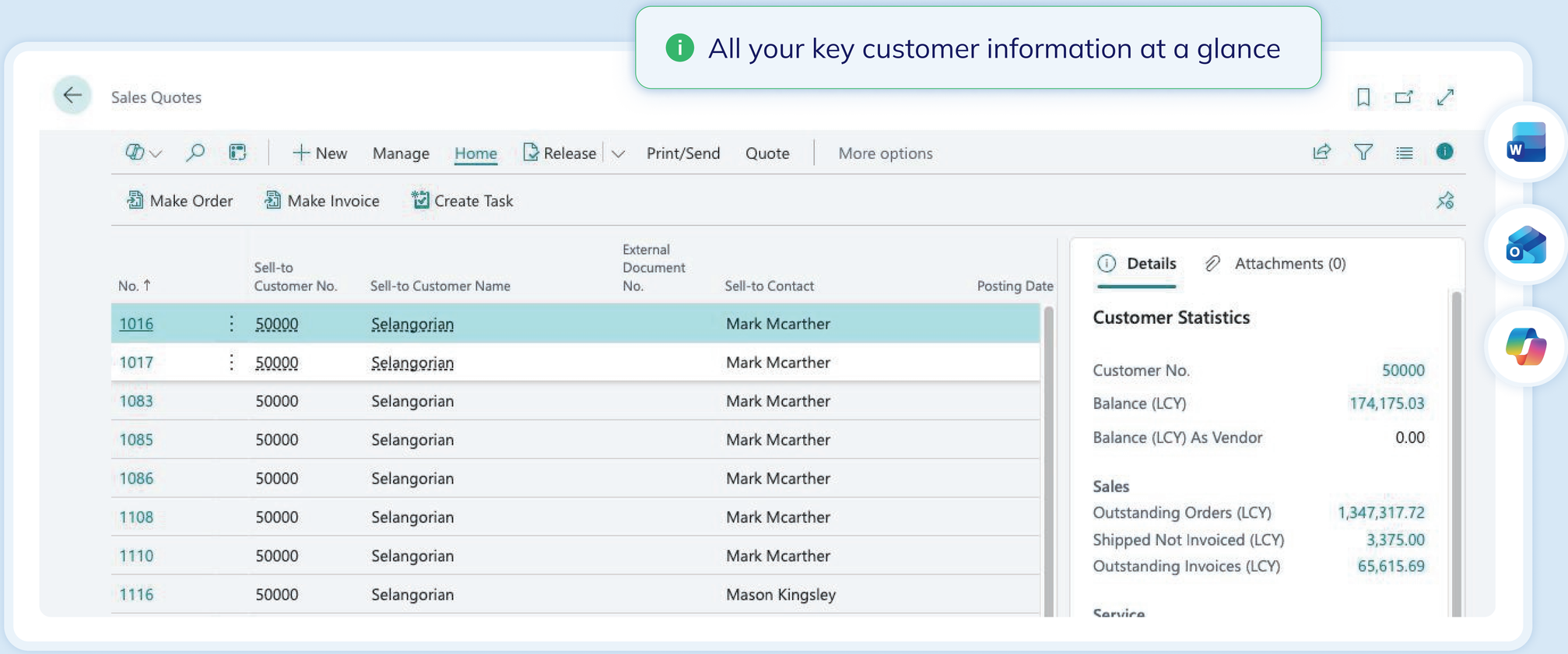
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Quote to cash

1 Sales quote



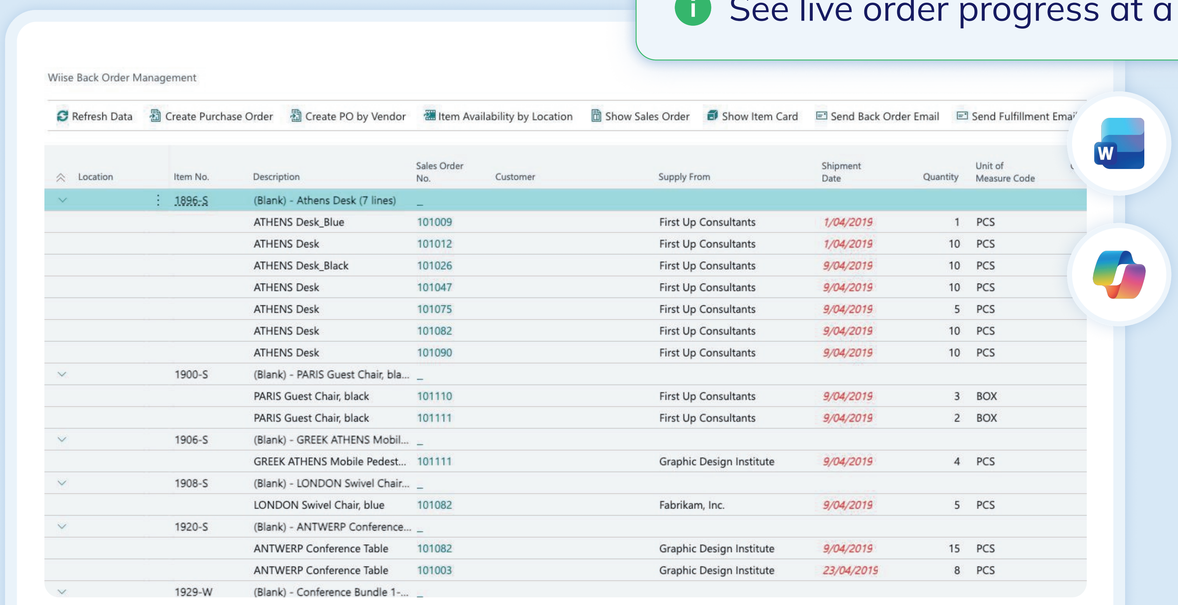
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Wiise helps by enabling you to:

- Generate sales quotes directly in Outlook using real-time Wiise data
- View customer context (invoices, quotes, and upcoming/overdue payments) in one place
- Confirm stock availability before committing to delivery
- Reduce errors and speed up quoting with a single source of truth

2 Order Fulfilment

See live order progress at a glance

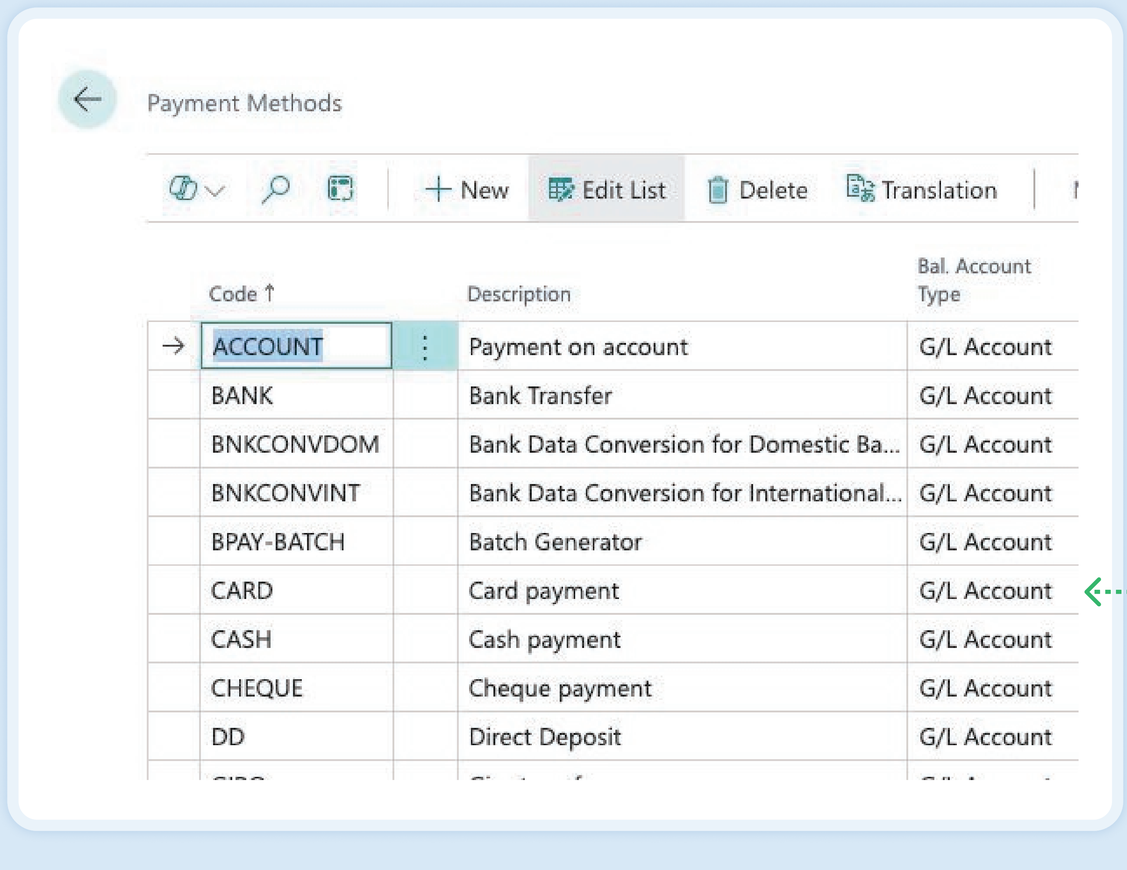


Wiise helps your team fulfil orders faster and more accurately by connecting sales, inventory, and warehouse operations in one system. From the moment a quote becomes an order, teams get real-time visibility into stock availability, allocations, and order progress so you can reduce delays and keep customers informed.

Wiise helps by enabling you to:

- Convert accepted quotes into sales orders instantly with no rekeying
- Track fulfilment progress across pick, pack, and ship in real time
- Manage stock allocations and backorders with clear visibility
- Prioritise urgent and overdue orders to protect on-time delivery

3 Payment



Multiple payment options

Wiise helps you get paid faster by linking fulfilment activity directly to invoicing and receivables. With real-time visibility into invoice status and outstanding balances, finance teams can reduce manual reconciliation, stay on top of collections, and improve cash flow.

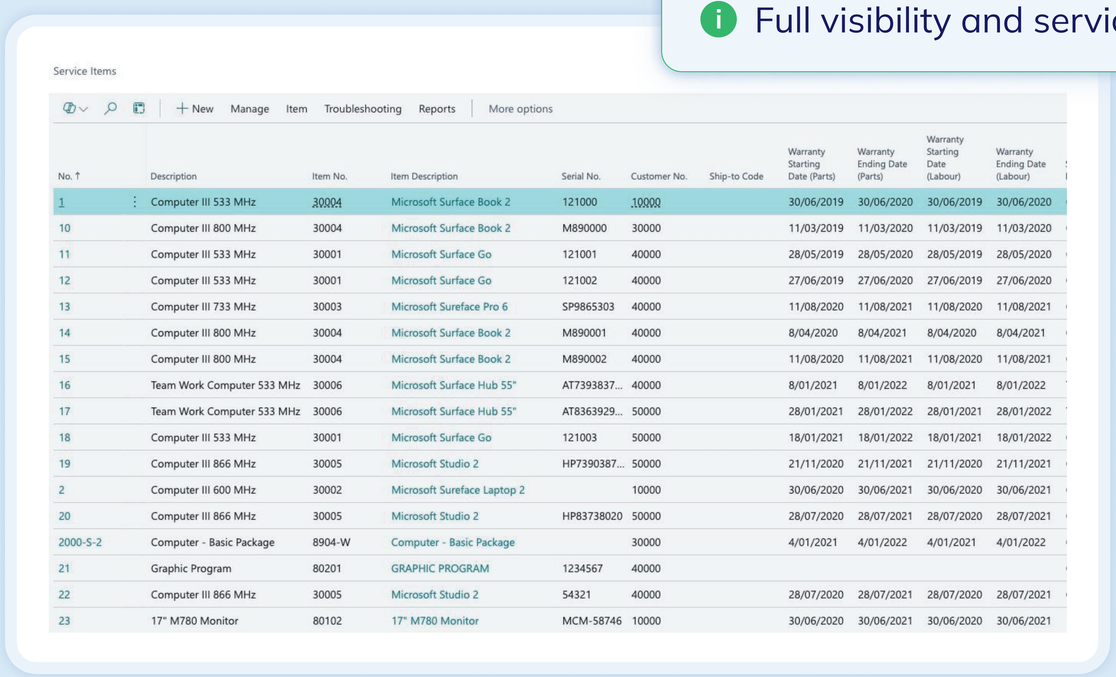
Wiise helps by enabling you to:

- Raise accurate invoices based on real-time sales order and shipment information
- Track payments received, outstanding invoices, and overdue balances instantly
- Reduce manual reconciliation between sales, fulfilment, and finance
- Prioritise follow-ups using customer account and ageing visibility

Service management

1 Service items

Full visibility and service history on one page



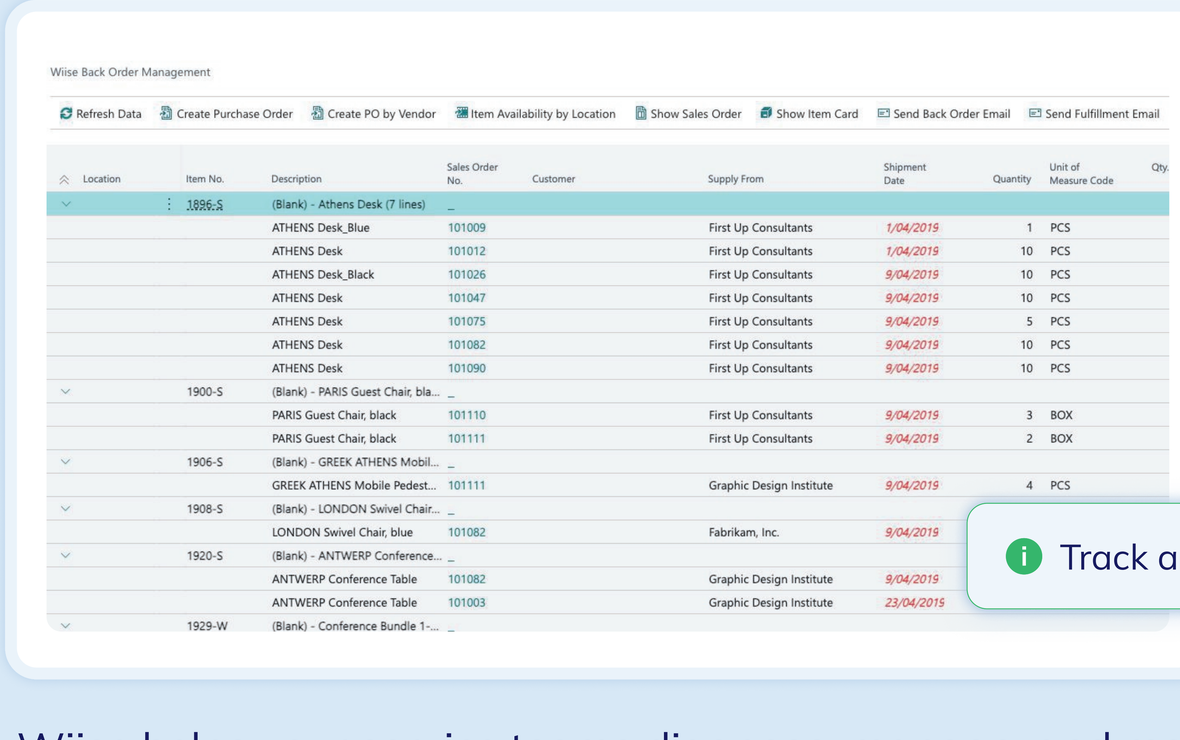
No.	Description	Item No.	Item Description	Serial No.	Customer No.	Ship-to Code	Warranty Starting Date (Parts)	Warranty Ending Date (Parts)	Warranty Starting Date (Labour)	Warranty Ending Date (Labour)
1	Computer III 533 MHz	30004	Microsoft Surface Book 2	121000	10000		30/06/2019	30/06/2020	30/06/2019	30/06/2020
10	Computer III 800 MHz	30004	Microsoft Surface Book 2	M890000	30000		11/03/2019	11/03/2020	11/03/2019	11/03/2020
11	Computer III 533 MHz	30001	Microsoft Surface Go	121001	40000		28/05/2019	28/05/2020	28/05/2019	28/05/2020
12	Computer III 533 MHz	30001	Microsoft Surface Go	121002	40000		27/06/2019	27/06/2020	27/06/2019	27/06/2020
13	Computer III 733 MHz	30003	Microsoft Sureface Pro 6	SP9865303	40000		11/08/2020	11/08/2021	11/08/2020	11/08/2021
14	Computer III 800 MHz	30004	Microsoft Surface Book 2	M890001	40000		8/04/2020	8/04/2021	8/04/2020	8/04/2021
15	Computer III 800 MHz	30004	Microsoft Surface Book 2	M890002	40000		11/08/2020	11/08/2021	11/08/2020	11/08/2021
16	Team Work Computer 533 MHz	30006	Microsoft Surface Hub 55"	AT7393837...	40000		8/01/2021	8/01/2022	8/01/2021	8/01/2022
17	Team Work Computer 533 MHz	30006	Microsoft Surface Hub 55"	AT8363929...	50000		28/01/2021	28/01/2022	28/01/2021	28/01/2022
18	Computer III 533 MHz	30001	Microsoft Surface Go	121003	50000		18/01/2021	18/01/2022	18/01/2021	18/01/2022
19	Computer III 866 MHz	30005	Microsoft Studio 2	HP7390387...	50000		21/11/2020	21/11/2021	21/11/2020	21/11/2021
2	Computer III 600 MHz	30002	Microsoft Sureface Laptop 2		10000		30/06/2020	30/06/2021	30/06/2020	30/06/2021
20	Computer III 866 MHz	30005	Microsoft Studio 2	HP83738020	50000		28/07/2020	28/07/2021	28/07/2020	28/07/2021
2000-S-2	Computer - Basic Package	8904-W	Computer - Basic Package		30000		4/01/2021	4/01/2022	4/01/2021	4/01/2022
21	Graphic Program	80201	GRAPHIC PROGRAM	1234567	40000					
22	Computer III 866 MHz	30005	Microsoft Studio 2	54321	40000		28/07/2020	28/07/2021	28/07/2020	28/07/2021
23	17" M780 Monitor	80102	17" M780 Monitor	MCM-58746	10000		30/06/2020	30/06/2021	30/06/2020	30/06/2021

Wiise helps you manage service items with full visibility into what you're supporting, where it's located, and its service history. By keeping service item records connected to customers and contracts, your team can respond faster and deliver more consistent service.

Wiise helps by enabling you to:

- Track serviced items by customer, location, and serial or lot number
- Maintain a complete service and maintenance history
- Link service items to contracts, warranties, and service agreements
- Improve first-time fix rates with better asset visibility

2 Faults/symptoms/resolution (service order)



Location	Item No.	Description	Sales Order No.	Customer	Supply From	Shipment Date	Quantity	Unit of Measure Code	Qty.
	1896-S	(Blank) - Athens Desk (7 lines)	_						
		ATHENS Desk_Blue	101009		First Up Consultants	1/04/2019	1	PCS	
		ATHENS Desk	101012		First Up Consultants	1/04/2019	10	PCS	
		ATHENS Desk_Black	101026		First Up Consultants	9/04/2019	10	PCS	
		ATHENS Desk	101047		First Up Consultants	9/04/2019	10	PCS	
		ATHENS Desk	101075		First Up Consultants	9/04/2019	5	PCS	
		ATHENS Desk	101082		First Up Consultants	9/04/2019	10	PCS	
		ATHENS Desk	101090		First Up Consultants	9/04/2019	10	PCS	
	1900-S	(Blank) - PARIS Guest Chair, bla...	_						
		PARIS Guest Chair, black	101110		First Up Consultants	9/04/2019	3	BOX	
		PARIS Guest Chair, black	101111		First Up Consultants	9/04/2019	2	BOX	
	1906-S	(Blank) - GREEK ATHENS Mobil...	_						
		GREEK ATHENS Mobile Pedest...	101111		Graphic Design Institute	9/04/2019	4	PCS	
	1908-S	(Blank) - LONDON Swivel Chair...	_						
		LONDON Swivel Chair, blue	101082		Fabrikam, Inc.	9/04/2019			
	1920-S	(Blank) - ANTWERP Conference...	_						
		ANTWERP Conference Table	101082		Graphic Design Institute	9/04/2019			
		ANTWERP Conference Table	101003		Graphic Design Institute	23/04/2019			
	1929-W	(Blank) - Conference Bundle 1-...	_						

Track and log all items status in one place

Wiise helps your service teams diagnose, manage, and resolve issues efficiently by capturing faults, symptoms, and resolutions in a single service order workflow. With all relevant information in one place, technicians and service teams can act quickly and consistently.

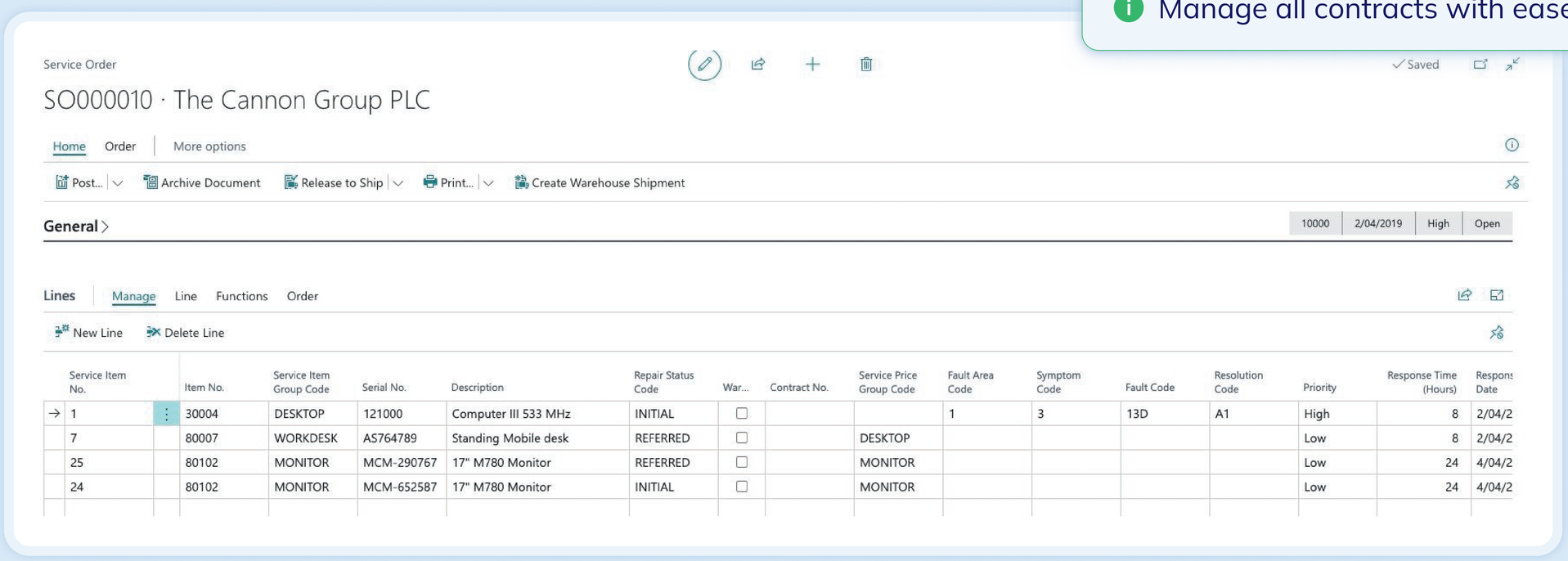
Wiise helps by enabling you to:

- Log and track faults and symptoms against service items
- Manage service orders from issue identification through to resolution
- Capture resolution details to support future diagnostics and reporting
- Reduce repeat issues with better visibility into root causes

3

Contracts (service and subscription)

Manage all contracts with ease



Service Item No.		Item No.	Service Item Group Code	Serial No.	Description	Repair Status Code	War...	Contract No.	Service Price Group Code	Fault Area Code	Symptom Code	Fault Code	Resolution Code	Priority	Response Time (Hours)	Respons Date
1		30004	DESKTOP	121000	Computer III 533 MHz	INITIAL	☐			1	3	13D	A1	High	8	2/04/2
7		80007	WORKDESK	AS764789	Standing Mobile desk	REFERRED	☐		DESKTOP					Low	8	2/04/2
25		80102	MONITOR	MCM-290767	17" M780 Monitor	REFERRED	☐		MONITOR					Low	24	4/04/2
24		80102	MONITOR	MCM-652587	17" M780 Monitor	INITIAL	☐		MONITOR					Low	24	4/04/2

Wiise helps you manage service contracts and subscriptions with clarity and control, ensuring customers receive the services they're entitled to and billing remains accurate. By connecting contracts to service items and service orders, you gain end-to-end visibility across service delivery and revenue.

Wiise helps by enabling you to:

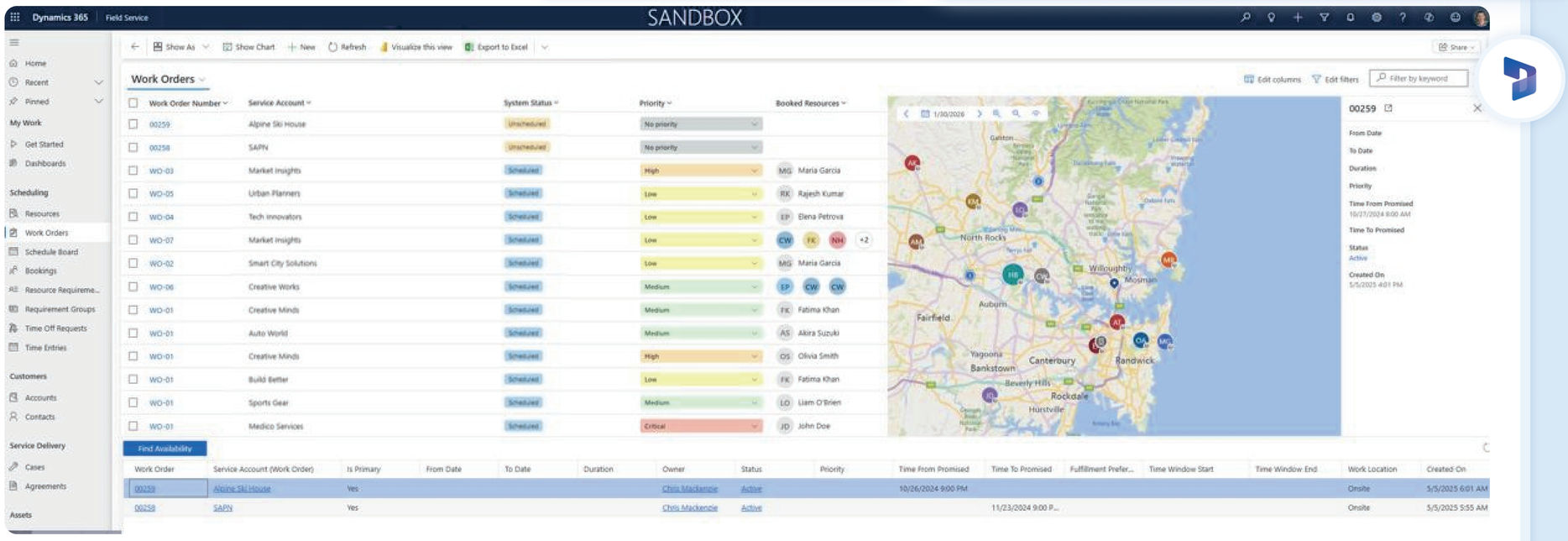
- Manage service agreements and subscription-based contracts in one place
- Track entitlements, coverage, and service usage
- Automate recurring billing and reduce manual administration
- Ensure services delivered align with contracted terms

3

Field service

Embedded solution

Keep teams connected and productive



Wiise helps field service teams stay connected and productive by providing real-time access to jobs, customer information, and service history. With mobile-friendly access, technicians can complete work efficiently while keeping the office informed.

Wiise helps by enabling you to:

- Assign and schedule field service jobs effectively
- Provide technicians with real-time access to service orders and customer details
- Capture job updates, time, and materials on site
- Improve service response times and customer satisfaction



Wiise capabilities

Jobs and projects



Jobs and projects

wiise

Business Central

Accounting

- Resources
- Capacity management
- Multiple costs
- Projects
- Time sheets
- Procurement
- Project journal
- Project dashboard
- Bill to one or multiple customers
- Time and material/fixed price
- Project quote
- WIP calculation

+

Wiise Operational Essentials

Project management

- Wiise custom fields
- Integrated payroll & time tracking
- Wiise improved timesheets
- Project extra fields e.g. forecasting, estimate at completion

+

Embedded Solutions

- Practise management
- Project quoting



Without doubt, Wiise has changed the way we do business. We suddenly knew where things were, what we sold, what they were costing us, and who was buying them.

Colin Moran, CEO, RWB Marine

RWB MARINE
EST 1968

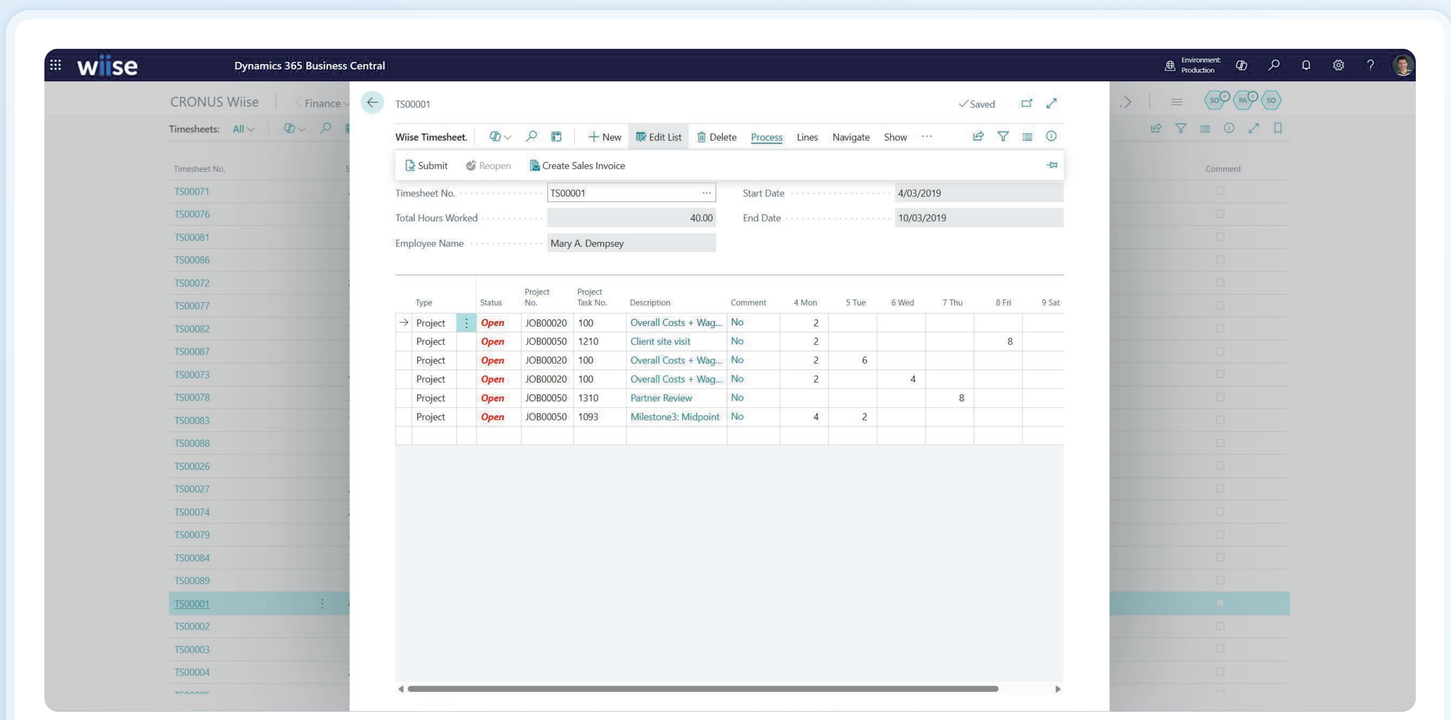
Wiise Operational Essentials

Wiise custom fields

Make Wiise fit the way you work. Custom fields let you capture the extra details your business relies on whether it's industry-specific data, operational notes, compliance information, or metrics unique to your processes. Add the fields you need across customers, items, jobs, or transactions and bring that data straight into your reports and dashboards. Stay organised, stay consistent, and tailor Wiise to your workflows without workarounds, spreadsheets, or custom development.

Wiise improved timesheets

Make time entry faster, clearer, and more accurate. Wiise improved timesheets give staff a simple, mobile-friendly way to record hours against jobs, projects, or cost centres with real-time validation to prevent errors. Managers can review and approve entries quickly, and approved time flows straight into payroll, billing, and job costing. Capture labour costs accurately, keep projects on track, and remove the admin burden without chasing timesheets or cleaning up mistakes later.



Integrated payroll and time tracking

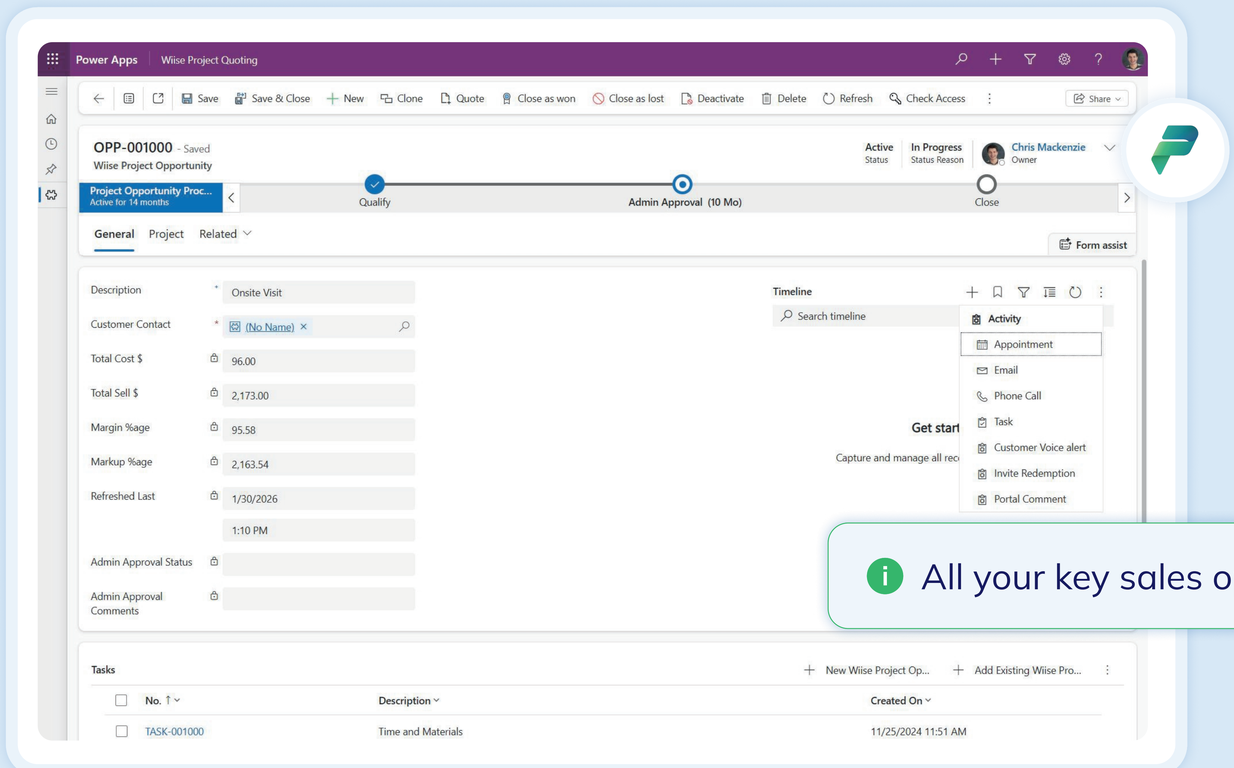
Connect people, time, and projects in one place. Wiise links employee timesheets directly to payroll and job costing, so labour data flows through automatically. Pay accurately, bill correctly, and understand true project costs without double entry or disconnected systems.

Key Process Improvements

Jobs and projects

Jobs and costing

1 Quote (onsite)



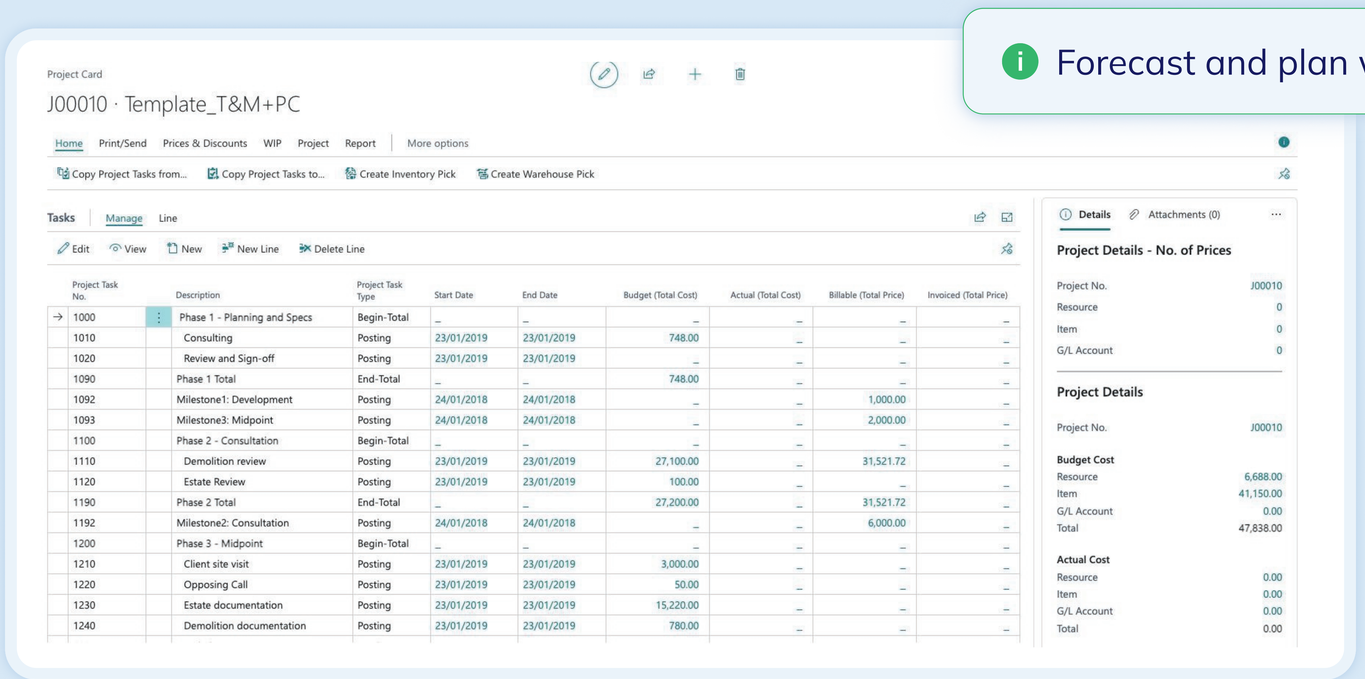
All your key sales opportunity information in one place

Wiise helps your team create accurate quotes while on site, using real-time data to ensure pricing, availability, and scope are correct before committing. This reduces follow-up, avoids rework, and speeds up customer approvals.

Wiise helps by enabling you to:

- Generate quotes on site using real-time pricing and item data
- Validate inventory availability and service scope immediately
- Reduce back-and-forth with the office after site visits
- Improve win rates with faster, more accurate quotes

2 Forecast and Planning



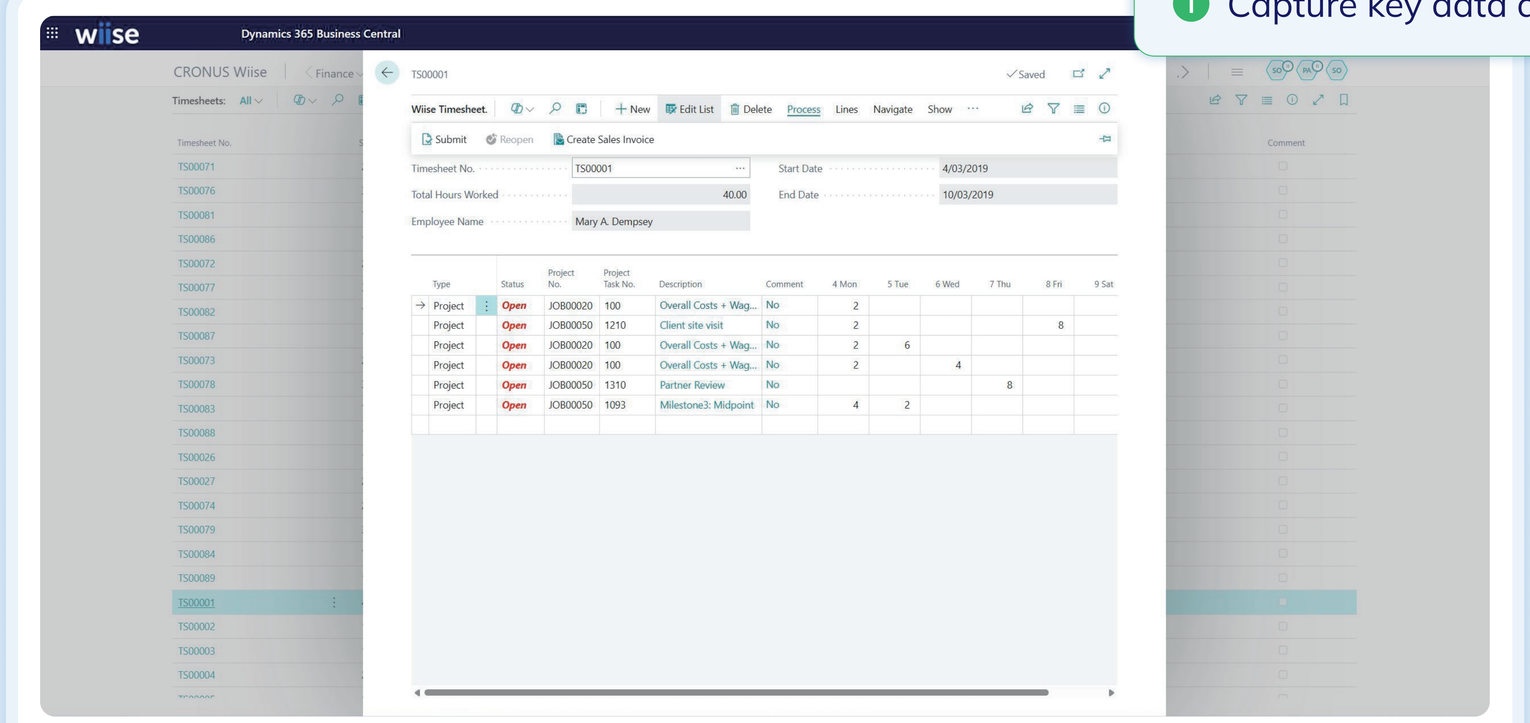
Forecast and plan with confidence using live data

Wiise helps you forecast and plan with confidence by using live operational and financial data instead of spreadsheets. With better visibility into demand, costs, and resource requirements, teams can make informed decisions and prepare for what's ahead.

Wiise helps by enabling you to:

- Forecast revenue, costs, and demand using real-time data
- Plan inventory, labour, and capacity more accurately
- Reduce reliance on manual forecasting spreadsheets
- Adjust plans quickly as conditions change

3 Timesheets

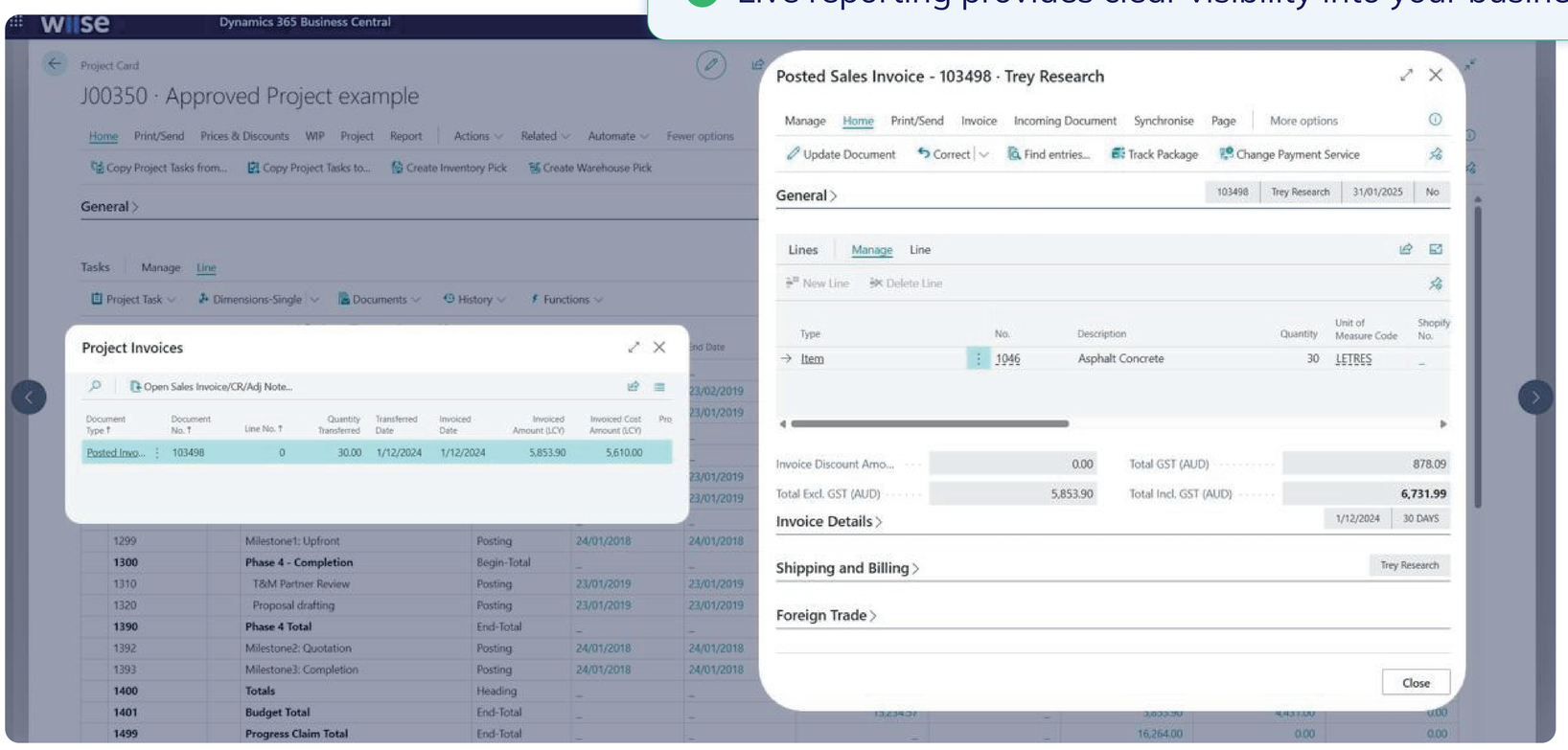


Capture key data accurately

Wiise helps teams capture time accurately and allocate labour costs correctly across jobs, projects, and departments. By connecting timesheets directly to payroll and reporting, you gain clearer insight into where time is spent and what it costs.
Wiise helps by enabling you to:

- Capture time against jobs, projects, or service orders
- Reduce manual timesheet entry and corrections
- Improve accuracy of labour cost allocation
- Gain better visibility into productivity and utilisation

4 Invoice and Reporting



Live reporting provides clear visibility into your business performance

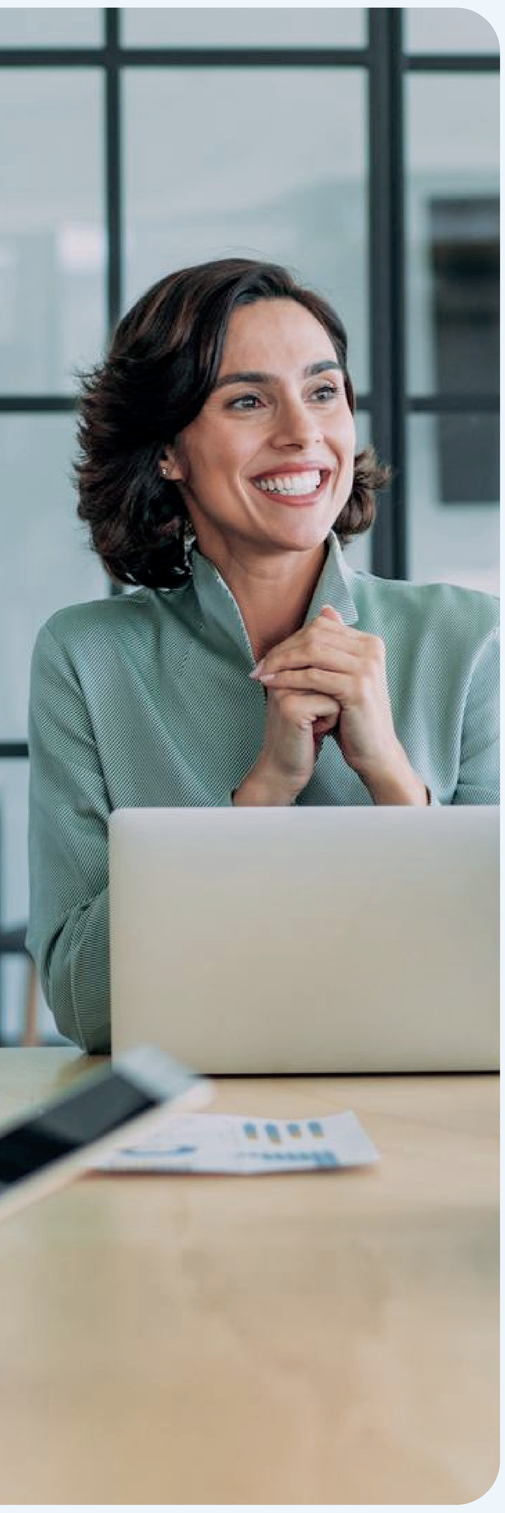
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- Capture job updates, time, and materials on site
- Improve service response times and customer satisfaction



Wiise capabilities

Reporting and analytics



Reporting and analytics

wiise

Business Central

Standard Reports (over 200 available)

- Fianance
- Sales and purchasing
- Service
- Inventory and warehousing
- Sustainability
- Manufacturing
- Supply chain
- Jobs and projects
- Purchase return order management

Power Bi reports (70 reports available)

- Finance
- Manufacturing
- Supply chain
- Jobs and projects
- Inventory and warehousing

+

Wiise Operational Essentials

Standard Reports

- Pre-built Aus & NZ financial reports
- Wiise customised reports
- 10 financial reports with drill down capabilities
- Wiise favourite reports
- Industry templates e.g. sales invoices

Power BI reports

- Financial dashboards
- Inventory dashboards
- DIFOT and Transport dashboards

+

Embedded Solutions

- Multi-Entity Management (MEM)



By far the most valuable feature of Wiise is complete access to our data. It's not just about visibility — it's about what that visibility enables. We've been able to forecast inventory up to 12 months in advance, reduce stock outages, and make informed decisions that keep our operations running smoothly.

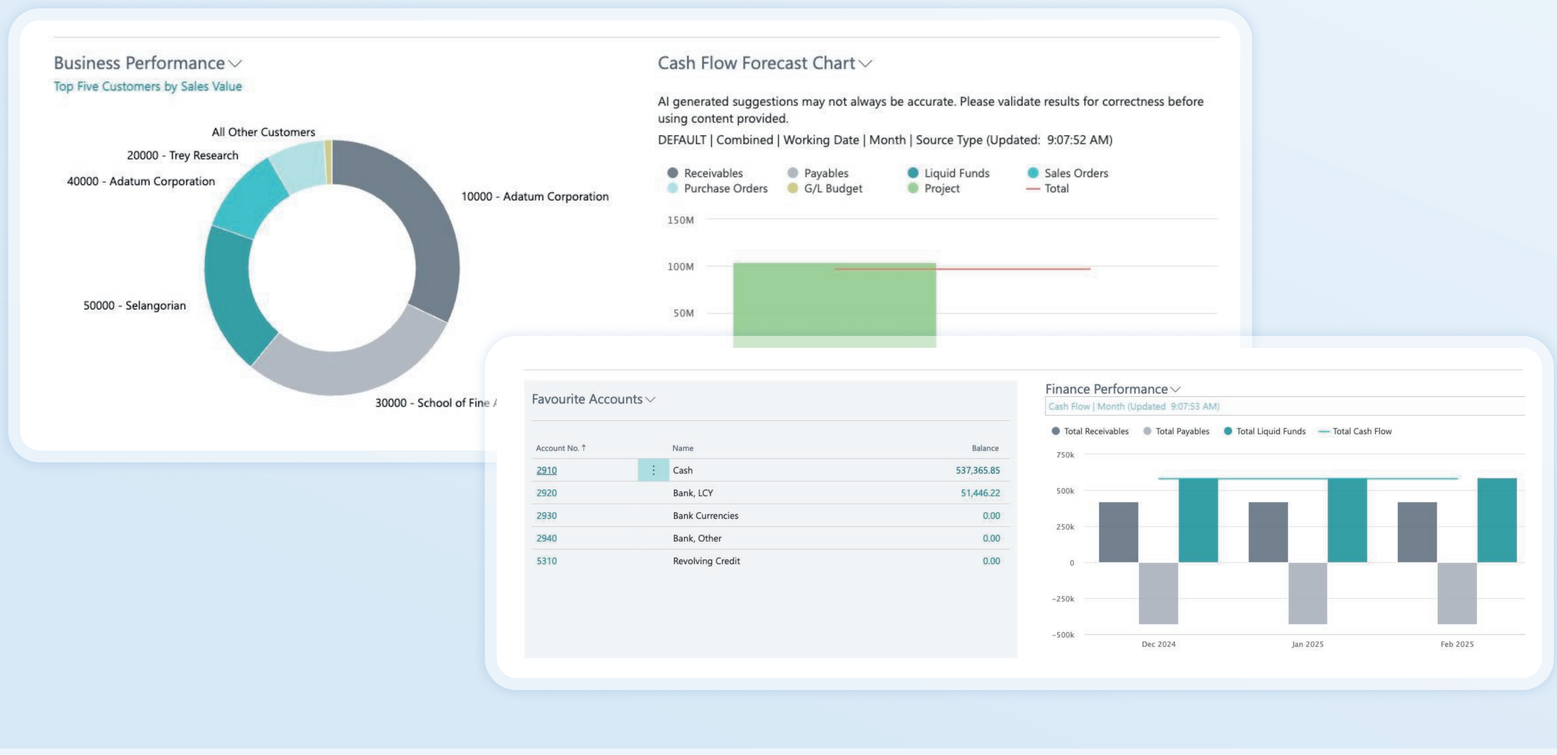
Tim Hockham, Director, R&S Grating

Wiise Operational Essentials

Get insights from day one with Standard Reports

Wiise gives you real-time, customisable reporting and analytics right out of the box, so you can understand your business from the big picture right down to the details from day one. With a library of standard reports, dimensional tagging for deeper insight, and Power BI dashboards built on live data, teams can forecast with confidence, see what's happening now, and make faster, data-driven decisions without waiting for month-end.

Standard Reports (over 200 available)



Pre-built Aus & NZ financial reports

Start reporting with confidence on day one. Wiise includes pre-built financial reports designed specifically for Australian and New Zealand businesses including standard P&L, Balance Sheet, GST/BAS summaries, and key compliance-ready statements. Everything is structured to meet local accounting expectations, so you can close faster, reduce manual formatting, and stay audit-ready without rebuilding reports from scratch.

Wiise customised reports

Make reporting fit your business, not the other way around. Wiise lets you customise reports using dimensions, filters, layouts, and your preferred level of detail. Build variations for departments, locations, teams, or clients, and surface the metrics that matter most. Create reports once, reuse them everywhere without external spreadsheets or complex custom development.

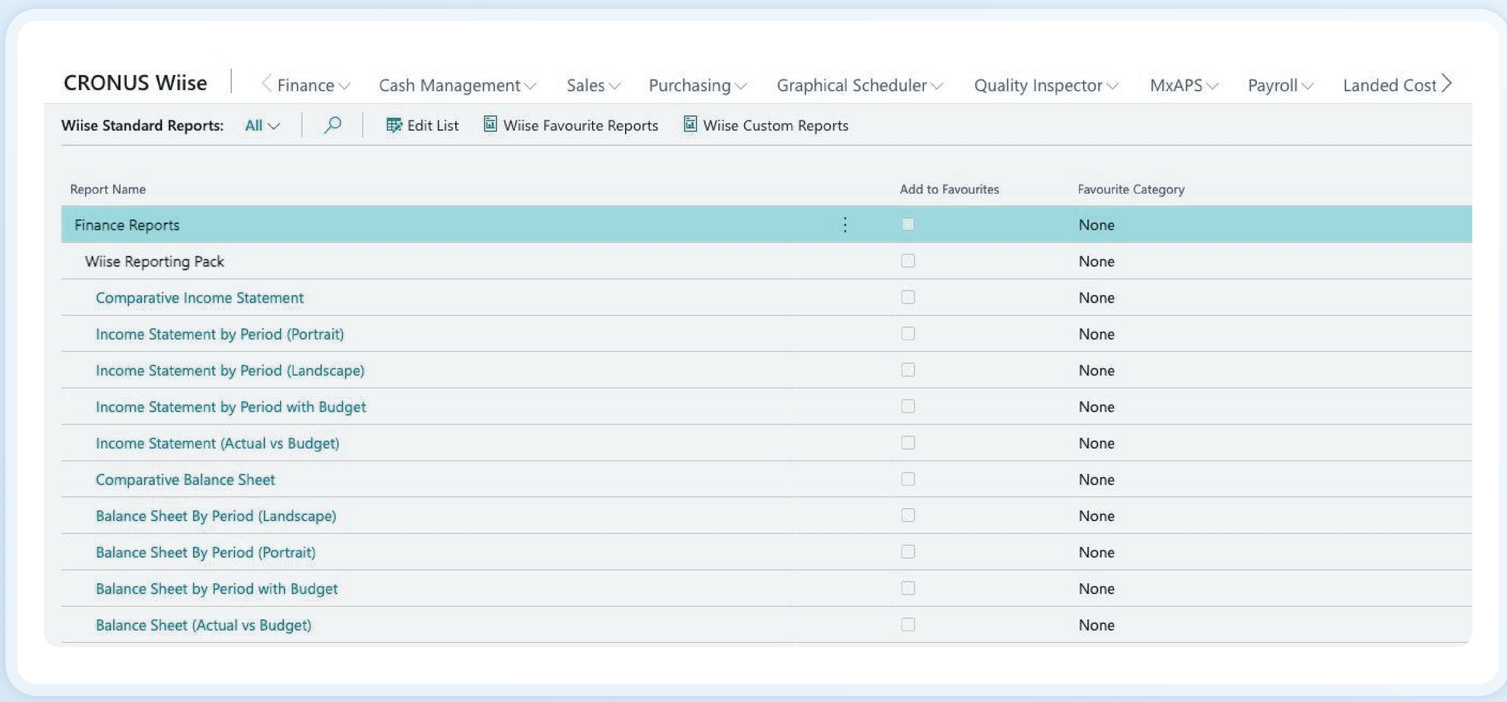
✓ Wiise favourite reports

Get quick access to the reports you rely on most. Wiise Favourite Reports lets teams save essential dashboards and financial reports so they're only ever one click away. Keep the whole team aligned on the numbers that matter whether it's cash flow, WIP, stock levels, or weekly sales without hunting through menus or exporting repeat reports.



✓ Industry templates

Start with reporting templates designed for how your industry actually works. Wiise provides ready-made report packs for sectors like manufacturing, wholesale, construction, and professional services each with the KPIs, layouts, and metrics those industries rely on. For example, a wholesale or retail-focused business can use templates that highlight sales invoice performance, showing invoice volume, value, ageing, fulfilment links, and customer buying trends in a format that mirrors industry expectations. Get the right insights, in the right structure, from day one without building industry reports from scratch or reinventing your workflow



Powerful insights at your fingertips with Power BI

Wiise includes a suite of pre-built dashboards, built in Power BI and embedded directly within the platform, giving you real-time visibility across finance, operations, supply chain, and warehouse performance. Delivered on a secure, scalable, enterprise-grade platform, these interactive dashboards and reports are accessible 24/7, so your team can view, analyse, and share critical business data with confidence. Access your most important Power BI dashboards directly from your Wiise Landing Page, all in one place. With ready-to-use, interactive reporting, you can monitor performance, identify trends, and make faster, data-driven decisions without relying on manual reports.

Ready-to-use

No complex setup. Start analysing with pre-built dashboards from day one.

Powered by Power BI

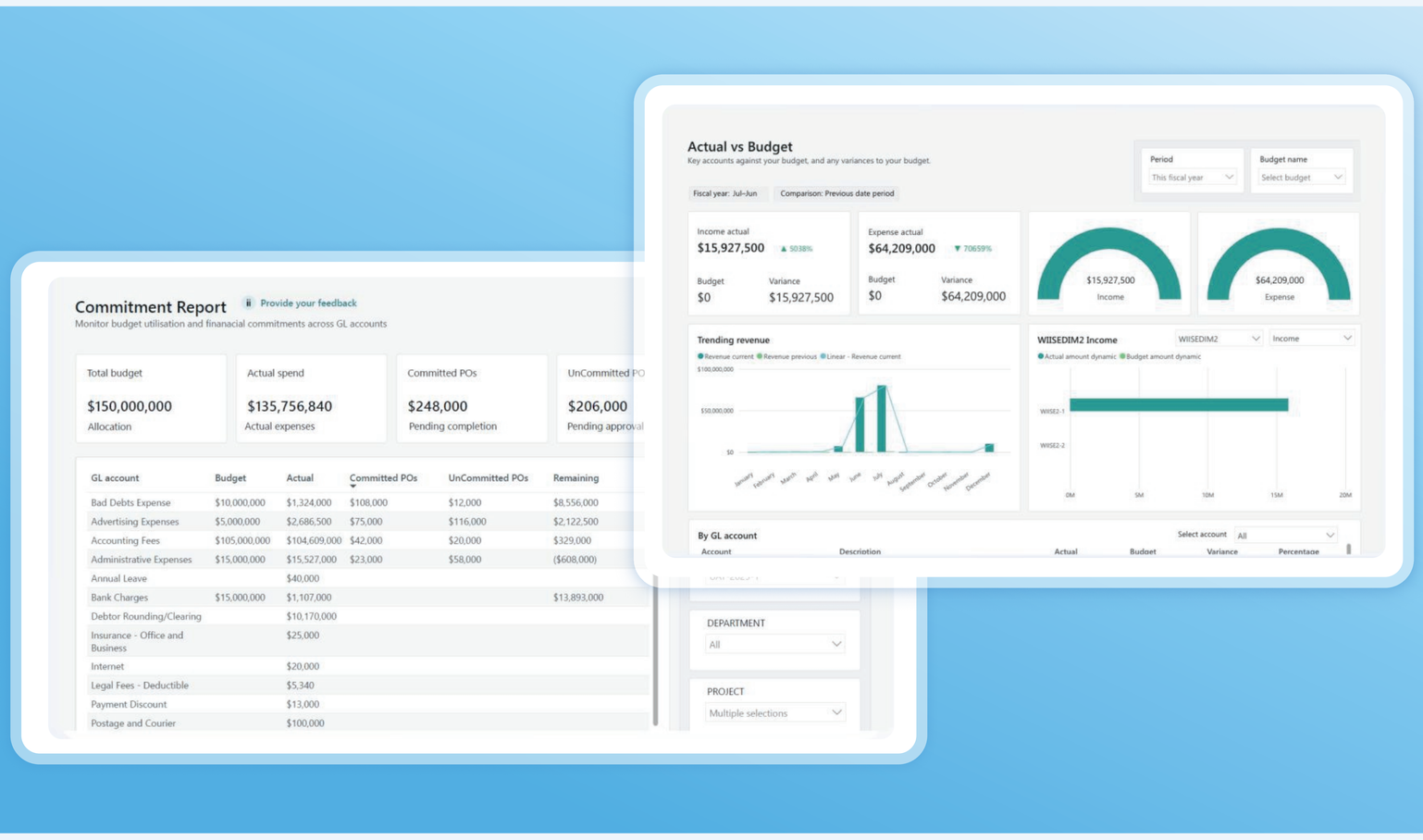
Get enterprise-grade analytics and interactive reports on a secure, scalable platform your whole team can trust.

Customisable

Tailor dashboards to your business needs and KPIs, with flexibility to grow as you do.

Financial Dashboards

- ✓ Cashflow Insights
- ✓ Commitment
- ✓ Actual vs Budget
- ✓ Profit & Loss
- ✓ Accounts Payable
- ✓ Accounts Receivable



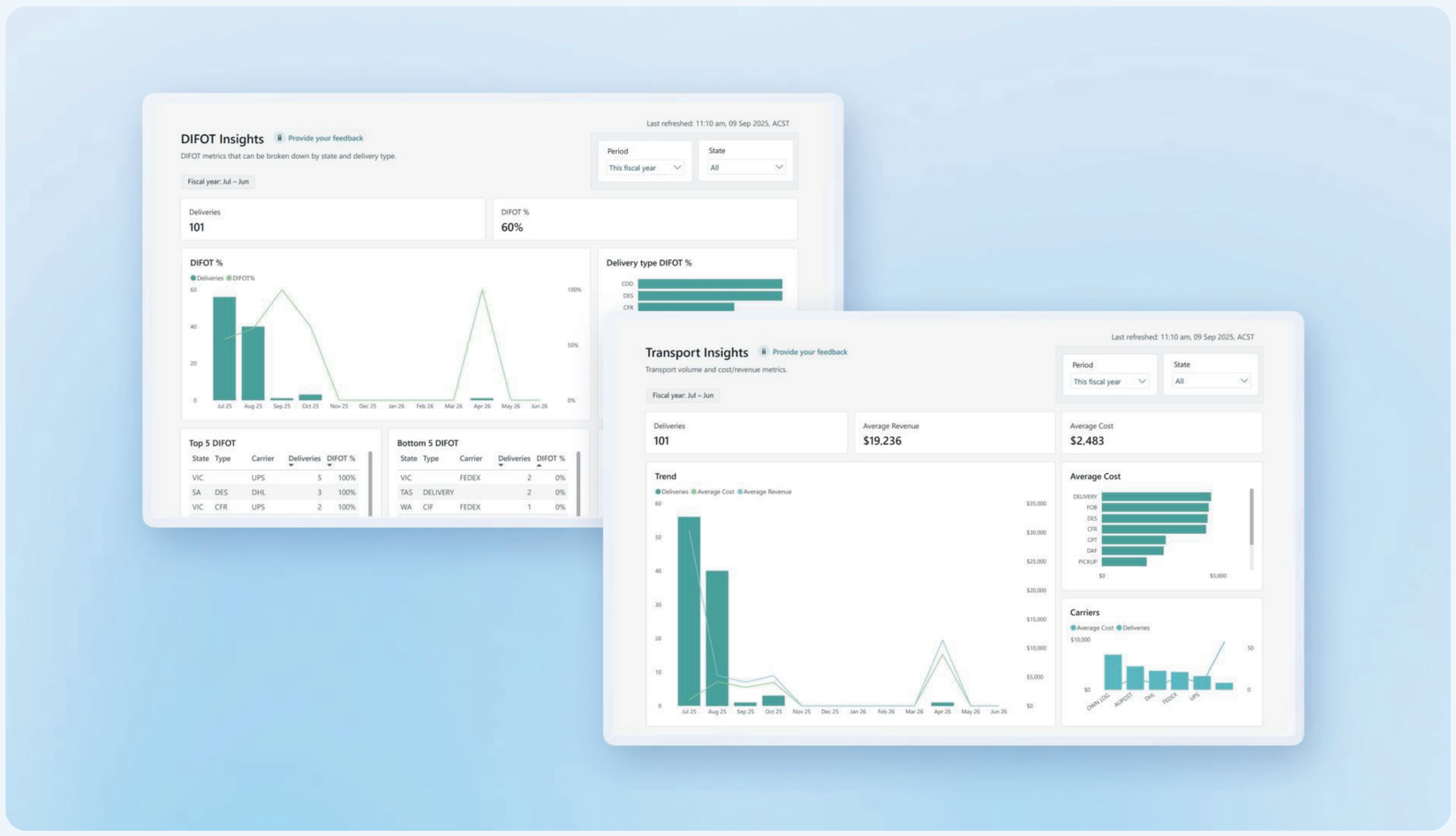
Warehouse Dashboards

- ✓ Landed Cost
- ✓ Warehouse Insights
- ✓ Warehouse Manager
- ✓ Warehouse Planner



Supply Chain & Logistics Dashboards

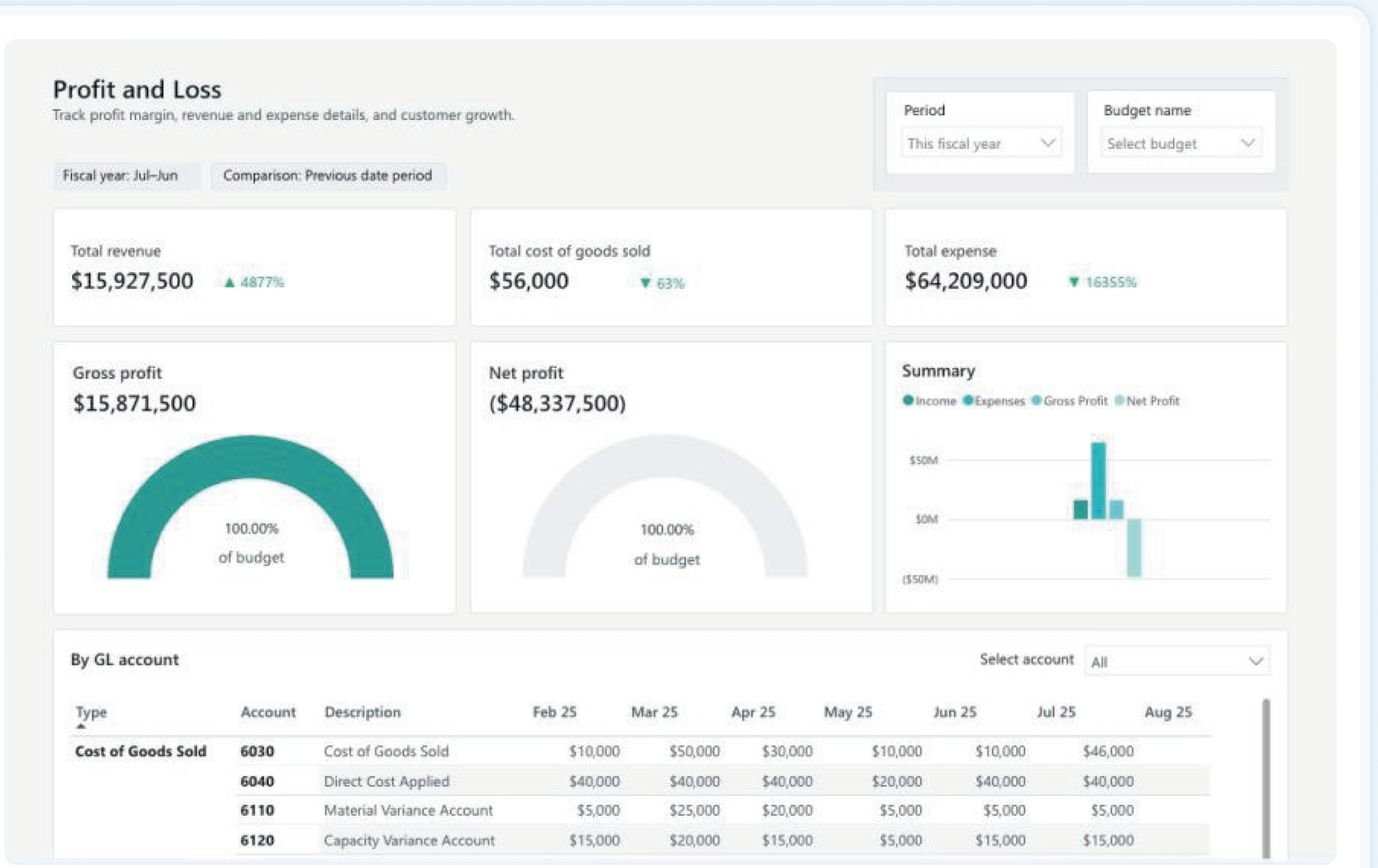
- ✓ DIFOT (On-Time In-Full) Insights
- ✓ Transport Insights



Reporting capabilities in detail

Financial Reporting

When financials are real time, business decisions are too. Wiise gives you built-in financial reporting that keeps you across every number that matters from daily performance to month-end close. With live Profit & Loss statements, Balance Sheets, multi-period comparisons, and Actual vs Budget reporting, you get a clear, accurate view of how the business is tracking at any moment. And with dimensional tagging across cost centres, locations, projects, or teams, you can drill into the detail behind every line. Close faster, report cleanly, and steer the business with certainty all from one source of truth.



Actual vs Budget Analysis

Stay in control with real-time budget variance reporting. Monitor how actuals track against your planned budget at any level, organisation, cost centre, project, or department. Identify overspend early, adjust course quickly, and maintain confidence in your financial performance.

Balance Sheet Reporting

Get a complete and current picture of assets, liabilities, and equity with a Balance Sheet that always reflects the latest activity. No waiting for end-of-month data loads, your financial position is ready when you are.

Profit & Loss (P&L) Reporting

Track revenue, costs and expenses in real time with a live P&L that updates as transactions happen. Analyse performance by department, project, location, or product line using dimensions, and see exactly where profit is coming from or where it’s slipping.

Drill-Down Capability

Go from summary to detail in a single click. Drill down into accounts, journals, transactions, and even source documents stored in Wiise. Understand the story behind every number without exporting to Excel or chasing paperwork.

Multi-Period Reporting

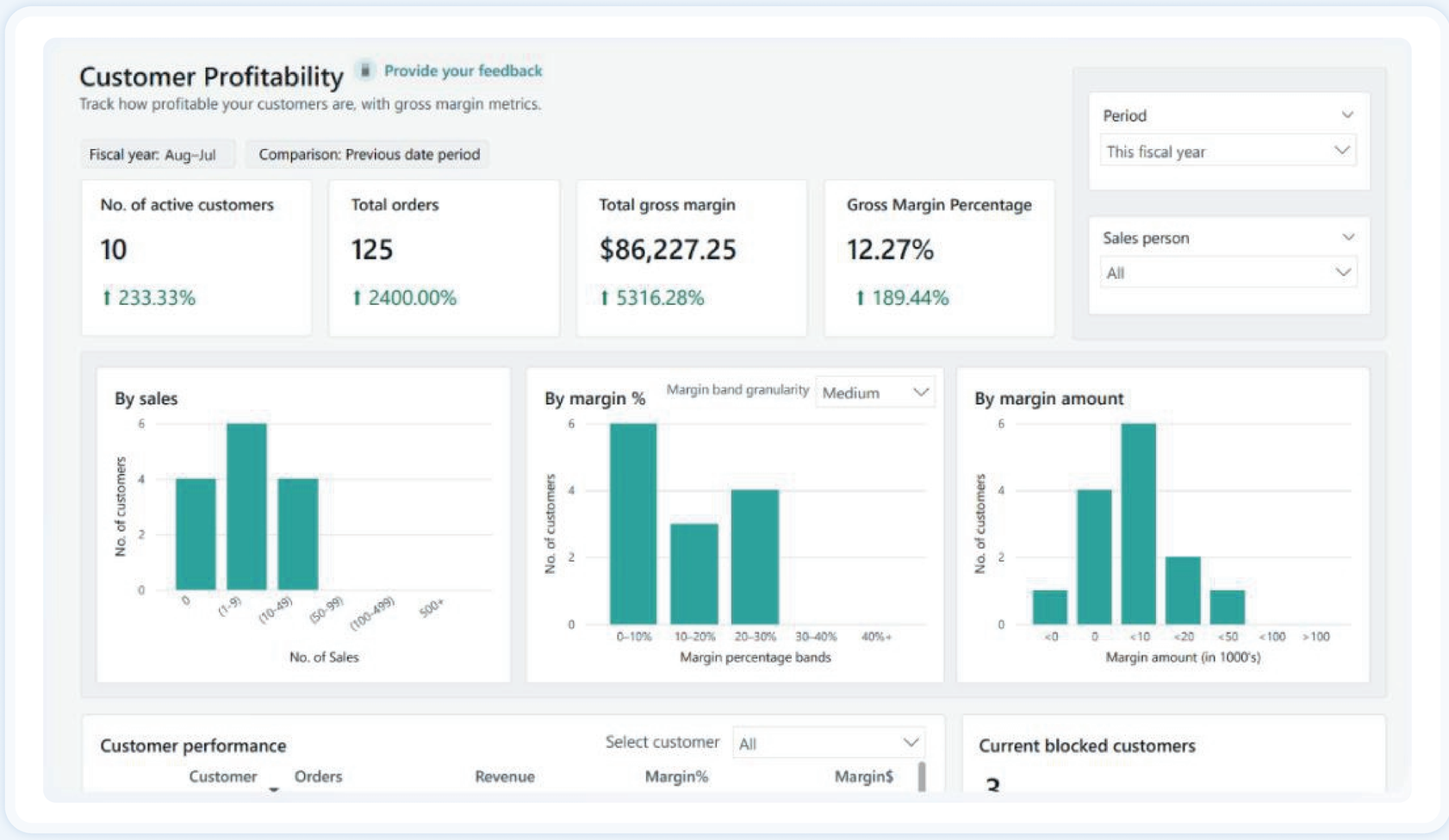
Compare performance across months, quarters, or full financial years to spot trends and track progress. Multi-period reporting helps you see seasonality, forecast more accurately, and make better long-term decisions.

Sales Reporting

Stay on top of sales performance with real-time dashboards that reveal revenue trends, margin movement, order volumes, win/loss ratios, and customer buying behaviour. Slice by salesperson, customer, item, or region to understand what's driving growth and where to focus next. With clear visibility of pipeline and performance, you can forecast accurately and act quickly.

Includes:

- **Revenue and margin tracking**
- **Salesperson, customer, and product performance**
- **Pipeline and conversion reporting**
- **Multi-period sales trends**
- **Dimensional breakdowns for region, channel, or team**



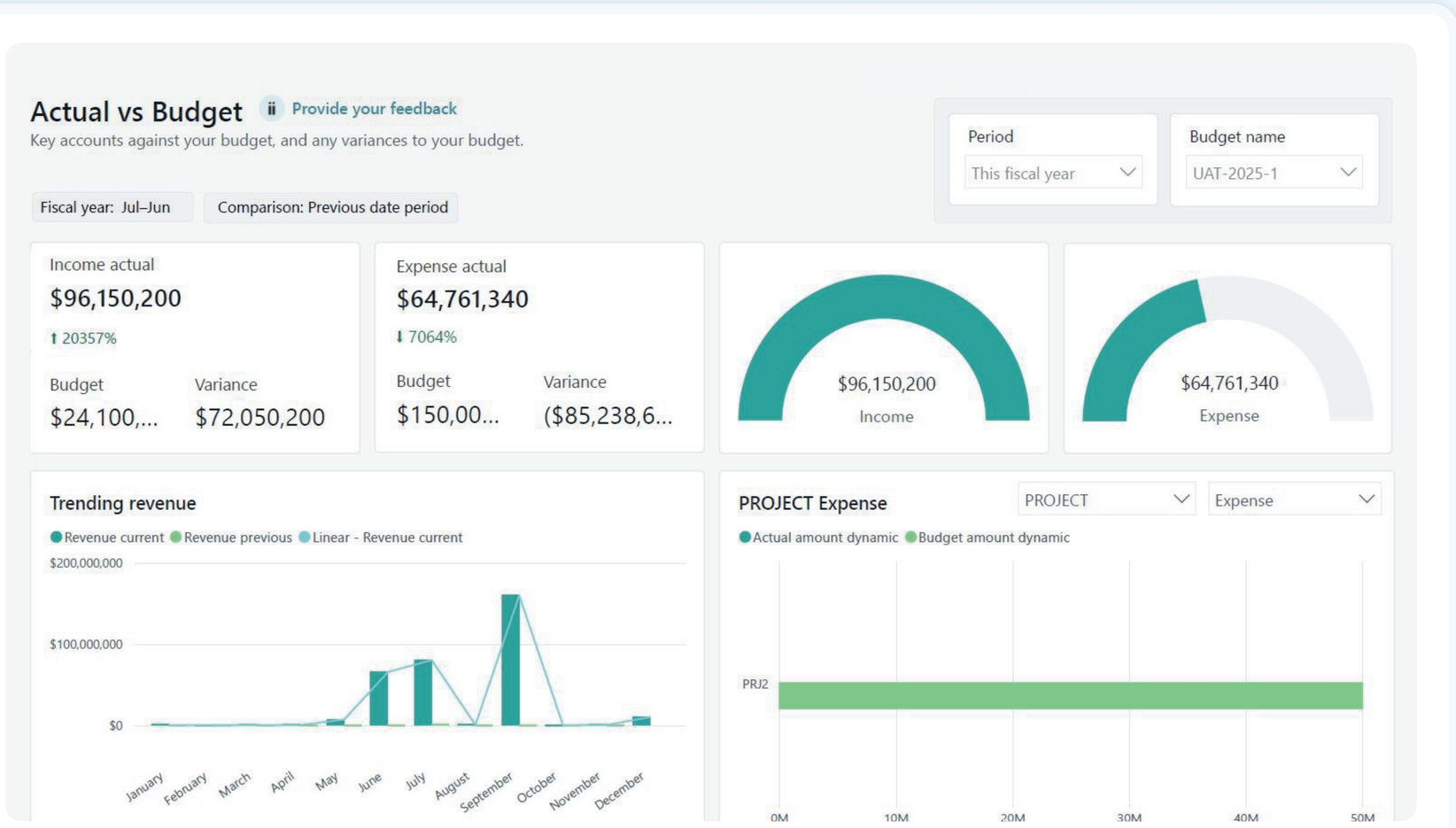
Gain full control over your procurement and spending with real-time dashboards that illuminate supplier performance, purchase price variances, order lead times, on-time delivery rates, and overall purchasing efficiency. Slice data by vendor, item, buyer, or location to identify cost-saving opportunities and mitigate supply chain risks. With clear visibility into spending patterns and supplier reliability, you can optimise inventory levels, negotiate better terms, and ensure operational continuity.

Includes:

- **Spend and Cost Variance Tracking: Monitor purchase volumes, actual costs vs. budget, and purchase price variance (PPV) to control expenditures.**
- **Supplier, Item, and Vendor Performance: Analyse supplier reliability, item cost history, and individual buyer effectiveness.**
- **Lead Time and On-Time Delivery Reporting: Track supplier lead times and measure their on-time delivery performance to improve supply chain predictability.**
- **Multi-Period Purchase Trends: Identify trends in spending, item costs, and purchase frequencies over time.**
- **Dimensional Breakdowns: Segment purchase data by department, project, or any custom dimension to align spending with strategic goals.**



Service Reporting



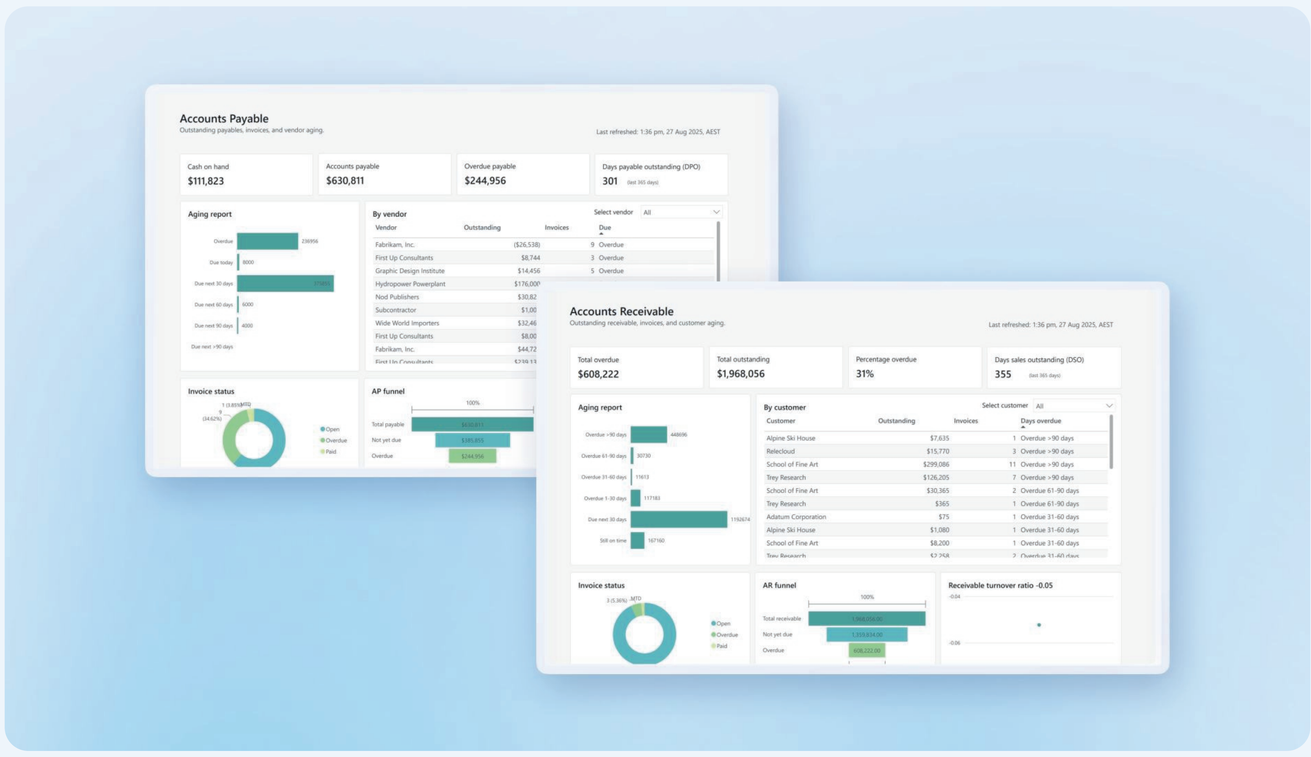
Get a clear view of how your service operations are performing. Wiise tracks technician utilisation, response times, completion rates, parts usage, warranties, and customer satisfaction all in one place. Drill into delays or bottlenecks, improve service outcomes, and keep customers happy with data-driven decisions.

Includes:

- **Service job performance and profitability**
- **Technician utilisation and productivity**
- **Response time and completion rate metrics**
- **Warranty and contract reporting**
- **Customer satisfaction indicators**

Jobs Reporting

Track every job from quote to completion with real-time visibility into budgets, actuals, labour, materials, WIP and margin. Drill into performance by cost centre, resource, or task, and identify issues before they affect delivery or profitability. With accurate job costing and WIP reporting, you stay in control from start to finish.



Includes:

- **Budget vs actuals**
- **Labour, materials, and overhead tracking**
- **Work-in-progress (WIP) reporting**
- **Resource utilisation**
- **Profitability by job, client, or team**

Projects Reporting

Deliver projects with confidence using dashboards that show progress, cost performance, burn rates, risks, and profitability. Wiise brings together labour, materials, subcontractor spend, milestones, and billing status so you always know where projects stand. Drill into problem areas early and keep large or complex projects on track.

Includes:

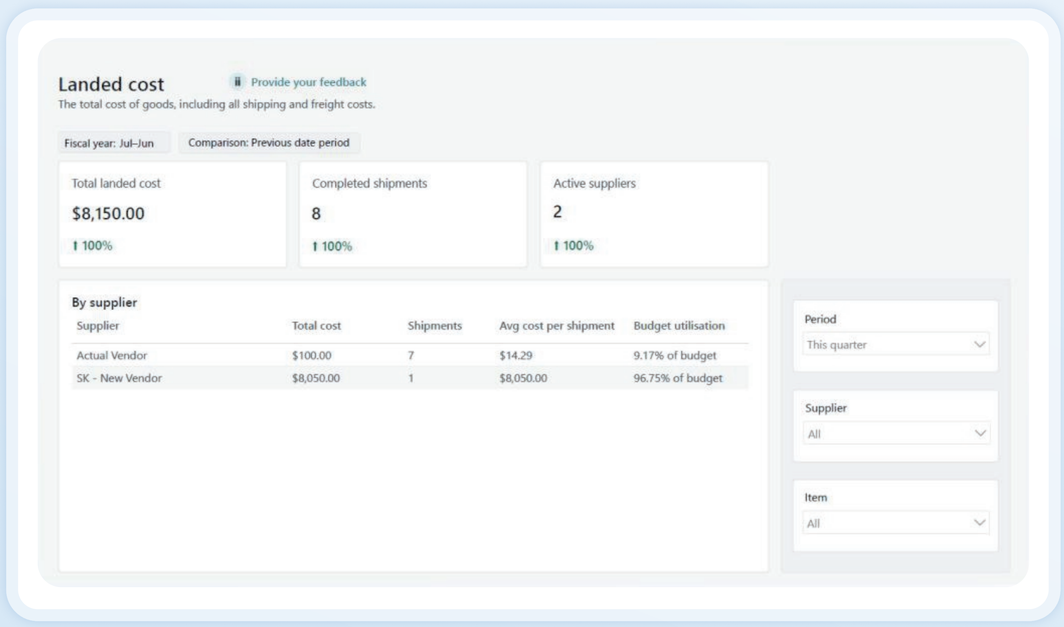
- **Progress and milestone reporting**
- **Burn rate and cost-to-complete**
- **Profitability and cost variance**
- **Resource allocation and utilisation**
- **Project health and risk indicators**

Inventory Reporting

See exactly what stock you have, where it is, and how it’s performing. Wiise gives you clear visibility into stock availability, turnover, slow movers, backorders, carrying cost, and demand trends. With accurate, real-time reporting, you reduce stockouts, free up working capital, and fulfil orders with confidence.

Includes:

- **Budget vs actuals**
- **Labour, materials, and overhead tracking**
- **Work-in-progress (WIP) reporting**
- **Resource utilisation**
- **Profitability by job, client, or team**



Manufacturing Reporting

Optimise production with dashboards that track capacity, throughput, labour, scrap, machine utilisation, work centre performance, cost of goods, and order progress. Wiise gives you the data you need to reduce waste, improve scheduling, and hit delivery targets consistently.

Includes:

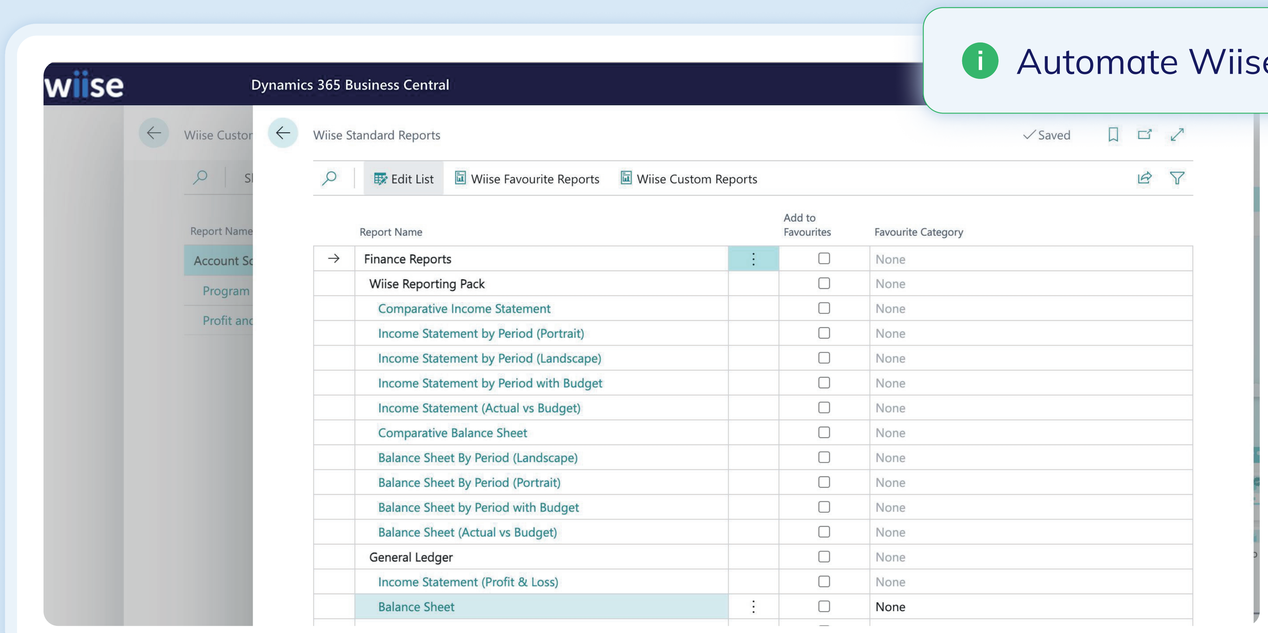
- **Capacity and utilisation reporting**
- **Scrap, rework, and yield analysis**
- **Production order status and throughput**
- **Manufacturing cost and variance reporting**
- **Work centre and machine performance**

Key Process Improvements

Reporting and analytics

Reporting

1 Schedule (standard Wiise reporting)



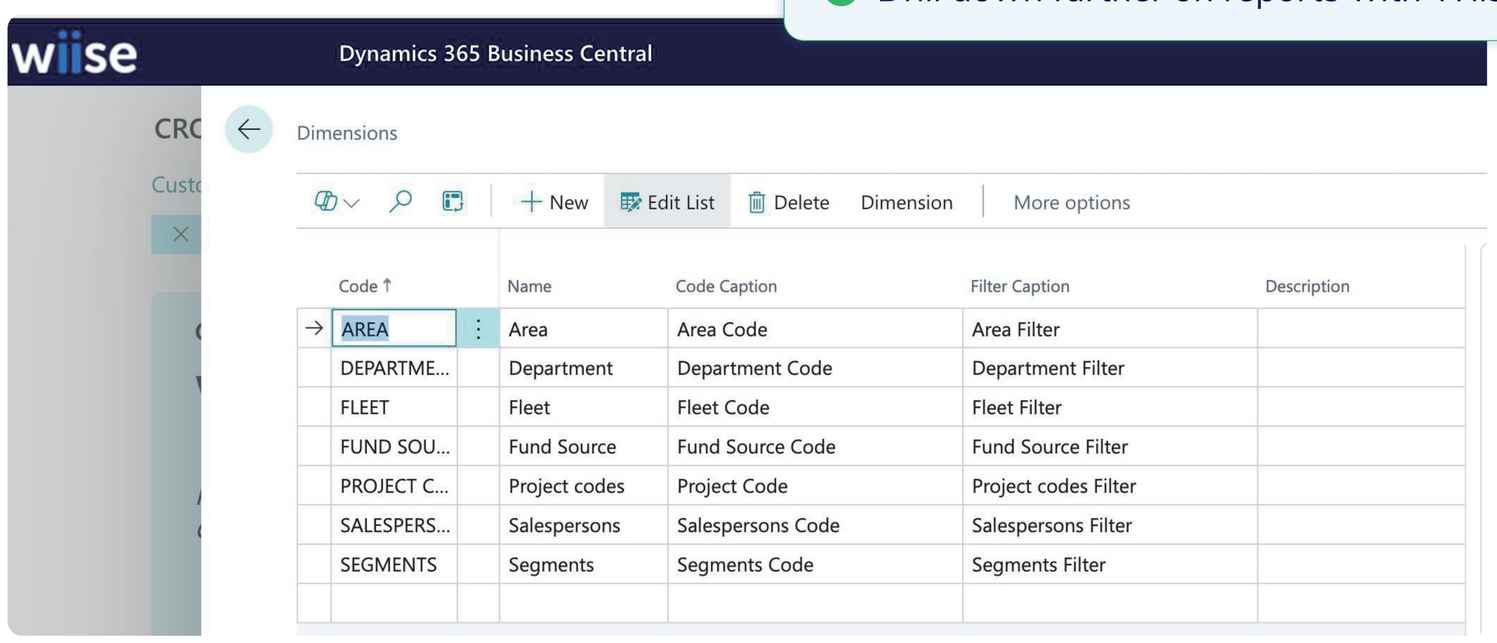
Automate Wiise standard reports to reduce manual effort

Wiise helps teams stay informed with scheduled, standard reports that deliver the right information at the right time. By automating recurring reporting, you reduce manual effort and ensure stakeholders always have access to consistent, reliable data.

Wiise helps by enabling you to:

- Schedule standard financial and operational reports automatically
- Deliver consistent reporting to key stakeholders
- Reduce manual report preparation
- Improve visibility without relying on spreadsheets

2 Drill down (Dimensions)



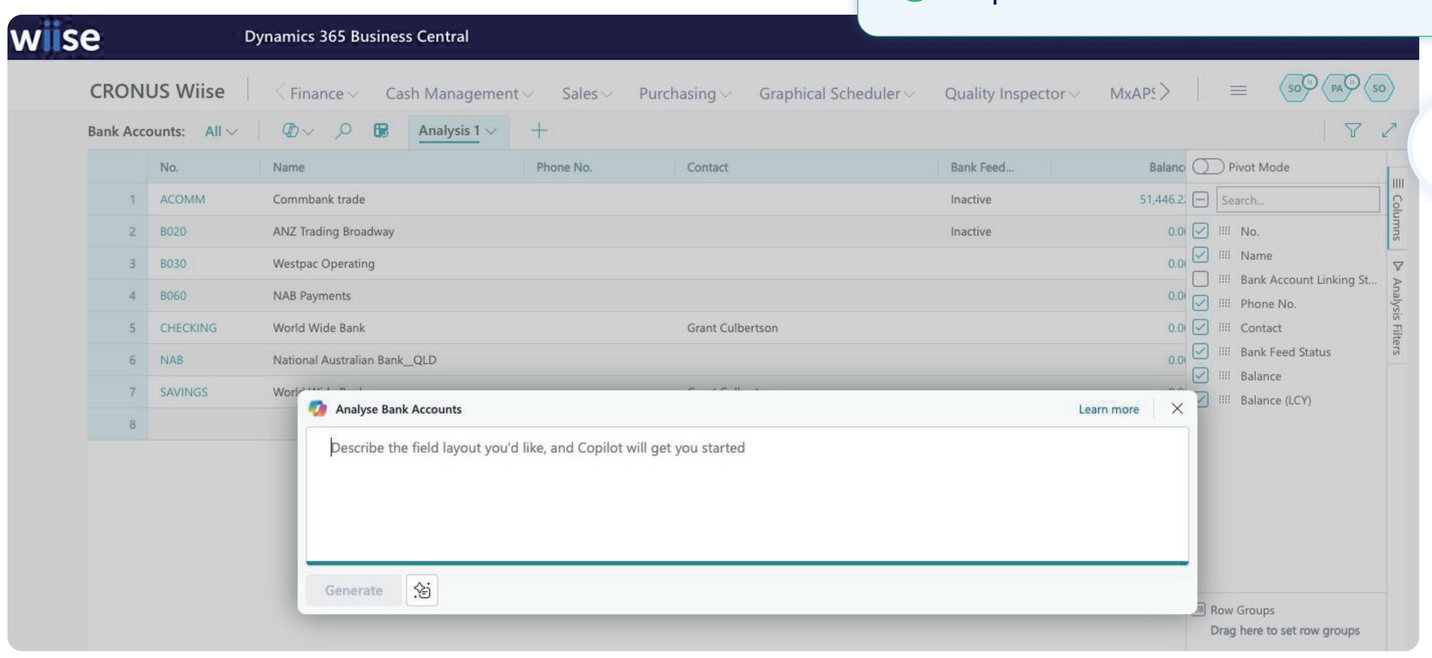
Drill down further on reports with Wiise dimensions

Wiise helps you go beyond high-level numbers by using dimensions to drill into performance across your business. This makes it easy to understand what's driving results across departments, projects, customers, or cost centres.

Wiise helps by enabling you to:

- Analyse results by department, project, customer, or location
- Drill from summary views into detailed transactions
- Identify drivers behind variances and performance trends
- Gain clearer insight into profitability and costs

3 Ad Hoc (copilot Analyse)



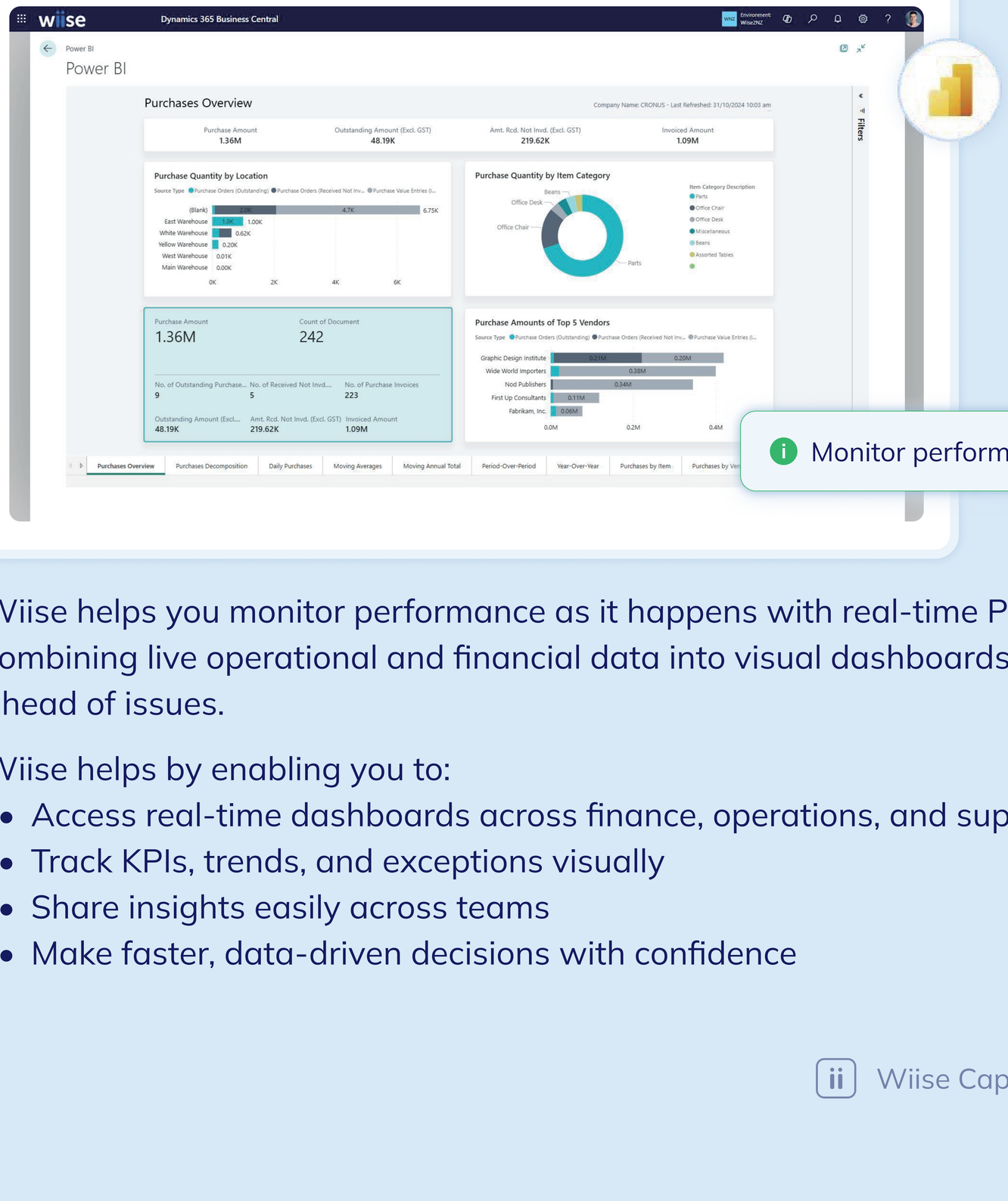
Improve turn around time using Copilot powered analytics

Wiise helps you answer unexpected questions quickly using Copilot-powered analysis. Instead of building reports from scratch, teams can explore data, uncover insights, and understand trends on demand.

Wiise helps by enabling you to:

- Ask natural-language questions of your business data
- Analyse trends and exceptions without advanced reporting skills
- Speed up investigation and decision-making
- Reduce reliance on manual data analysis

4 Real time (Power BI dashboards)



Monitor performance as it happens

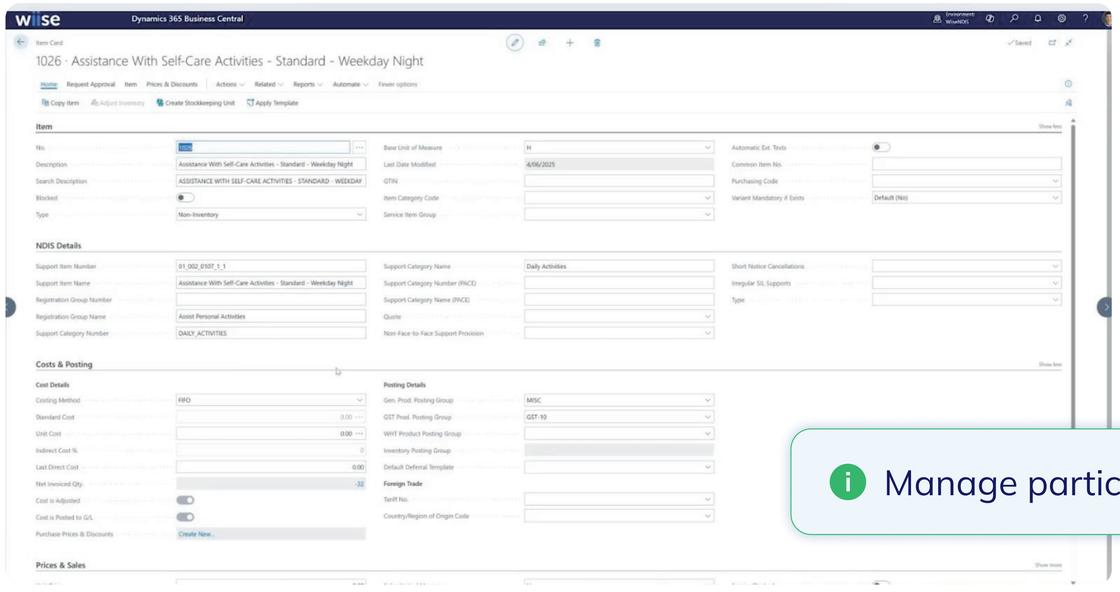
Wiise helps you monitor performance as it happens with real-time Power BI dashboards. By combining live operational and financial data into visual dashboards, teams can act faster and stay ahead of issues.

Wiise helps by enabling you to:

- Access real-time dashboards across finance, operations, and supply chain
- Track KPIs, trends, and exceptions visually
- Share insights easily across teams
- Make faster, data-driven decisions with confidence

NDIS claims and remittances

1 Participant records (customer card)



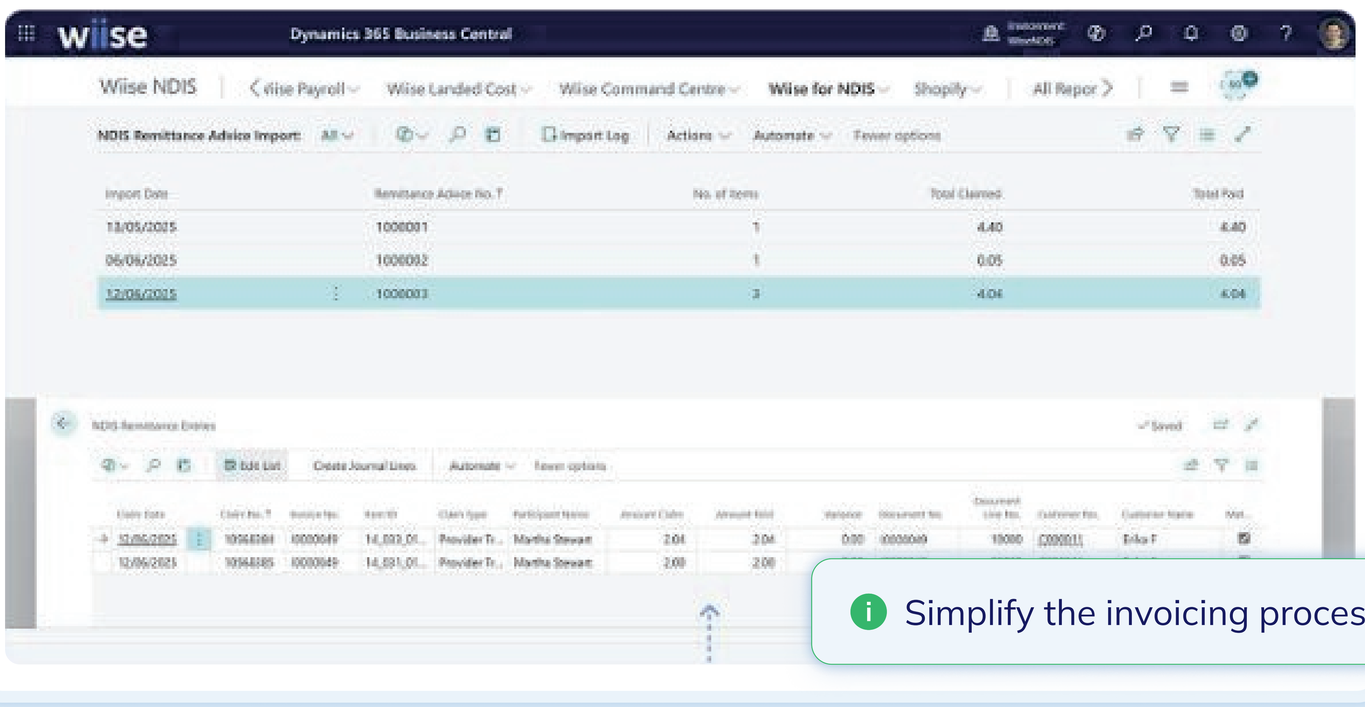
Manage participant information accurately in one place

Wiise helps NDIS providers manage participant information accurately by keeping all key details in one central record. This ensures teams have a complete, up-to-date view of participant information to support compliant billing and service delivery.

Wiise helps by enabling you to:

- Maintain a single participant record with personal and plan details
- Store funding, service agreements, and billing preferences
- Reduce errors caused by incomplete or duplicated records
- Support consistent, compliant NDIS processing

2 Invoicing (Prodauct catalogue, Split billing)



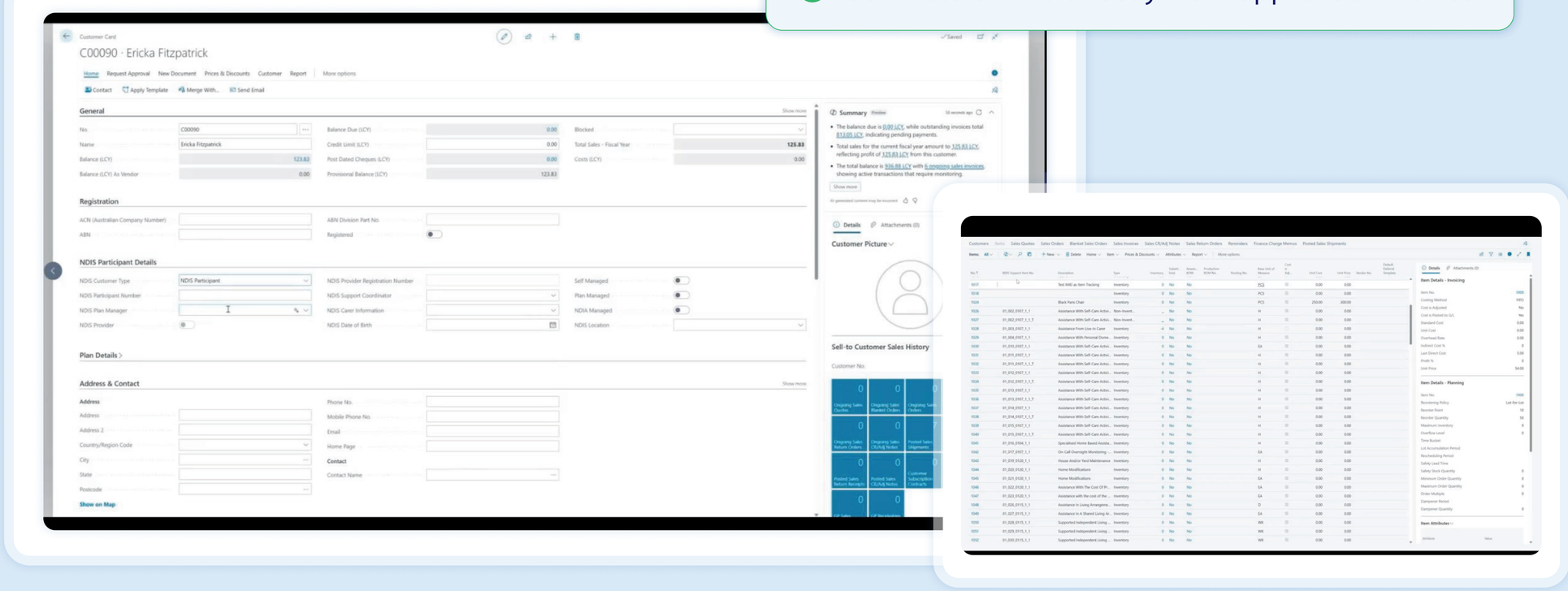
Simplify the invoicing process with flexible split billing

Wiise helps simplify NDIS invoicing by using a structured product catalogue and flexible split billing. This ensures invoices are accurate, compliant, and aligned with participant funding arrangements.

Wiise helps by enabling you to:

- Invoice using an NDIS-aligned product and service catalogue
- Split invoices across funding sources where required
- Apply correct pricing and billing rules consistently
- Reduce rework and rejected claims

3 Claims



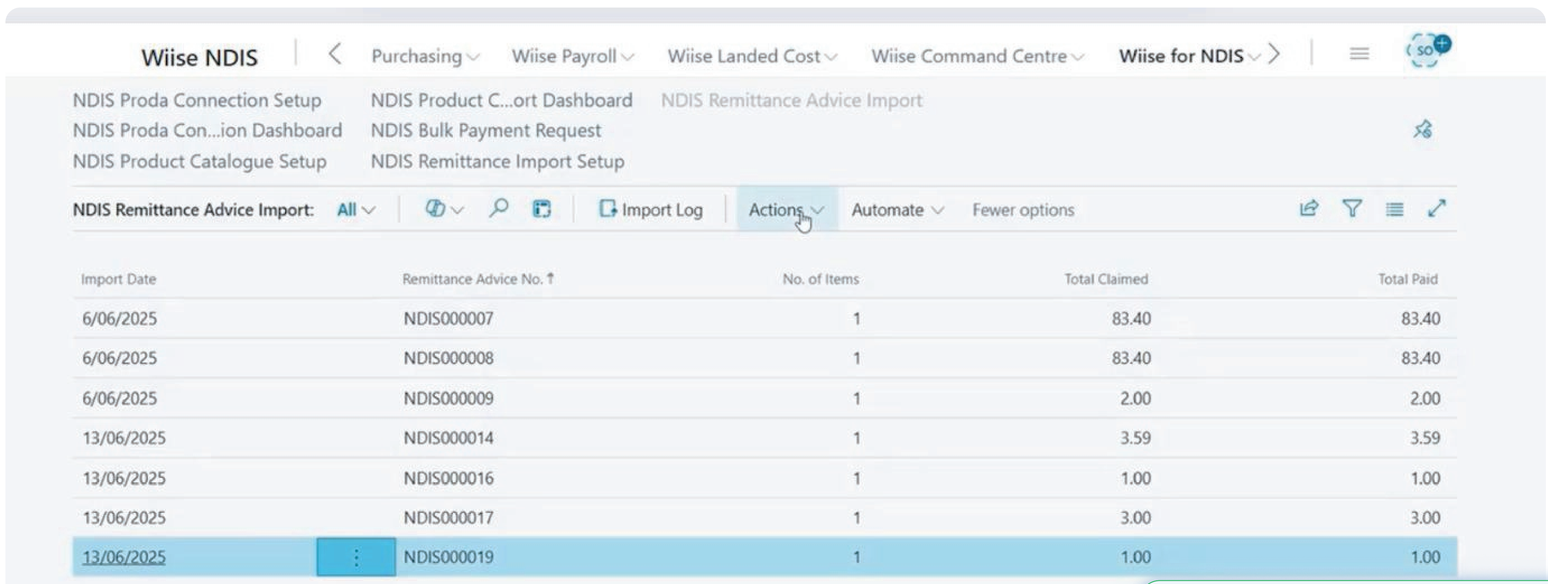
Generate claims directly from approved invoices

Wiise helps providers submit NDIS claims efficiently by generating claims directly from invoiced services. With accurate data and clear validation, teams can reduce claim errors and speed up processing.

Wiise helps by enabling you to:

- Generate claims directly from approved invoices
- Ensure claims align with NDIS requirements
- Reduce manual claim preparation
- Improve claim acceptance rates

4 Remittances



Automatically reconcile NDIS payments

Wiise helps you reconcile NDIS payments with clarity by matching remittances back to claims and invoices. This improves visibility of funding received and reduces time spent investigating discrepancies.

Wiise helps by enabling you to:

- Match remittance advice to submitted claims
- Track paid, partially paid, and outstanding claims
- Identify discrepancies quickly
- Improve cash flow visibility and control



Wiise capabilities

Warehouse OnTime

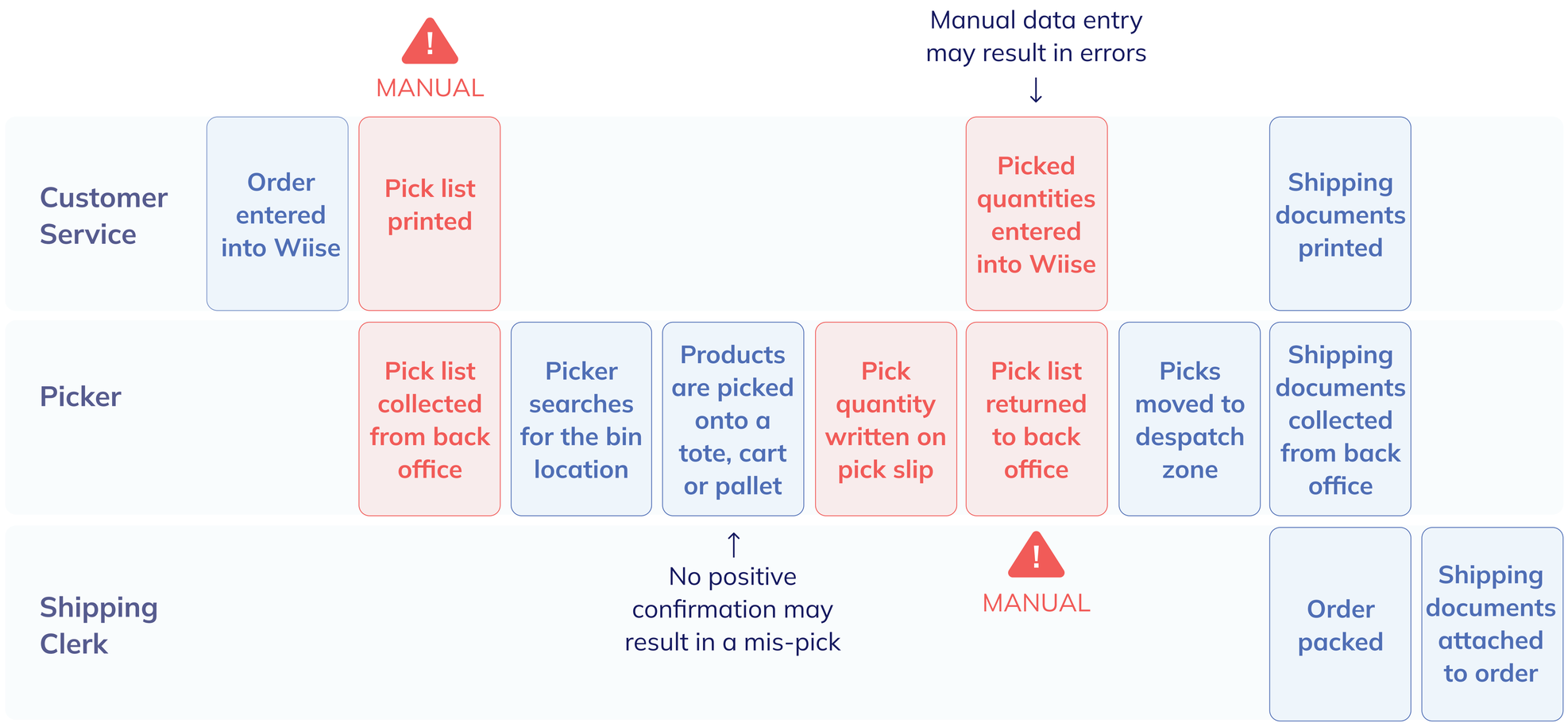
Eliminate Manual Warehouse Processes

Wiise Warehouse OnTime

Wiise helps you digitise and streamline warehouse operations with the Warehouse OnTime mobile app, reducing paperwork and connecting physical tasks directly to your ERP in real time. By enabling warehouse teams to scan, confirm, and complete key activities using iOS, Android or hardware scanners, Wiise ensures inventory and order data is always accurate so your business can fulfil orders faster and with greater confidence.

Warehouse processes can be highly manual and prone to error

Standard simple pick process



Impact

Lost productivity, higher labour costs

Complicated, paper-based processes take more time, which could be spent elsewhere.

Bad data, poor inventory management

With many handovers and manual data entry, errors creep in, corrupting company data, and leading to over- and under-buying.

Stock issues, lost revenue or profit

Over-buying leads to markdowns and write-offs; under-buying leaves customers dissatisfied and potential revenue on the table.

Longer lead times, unhappy customers

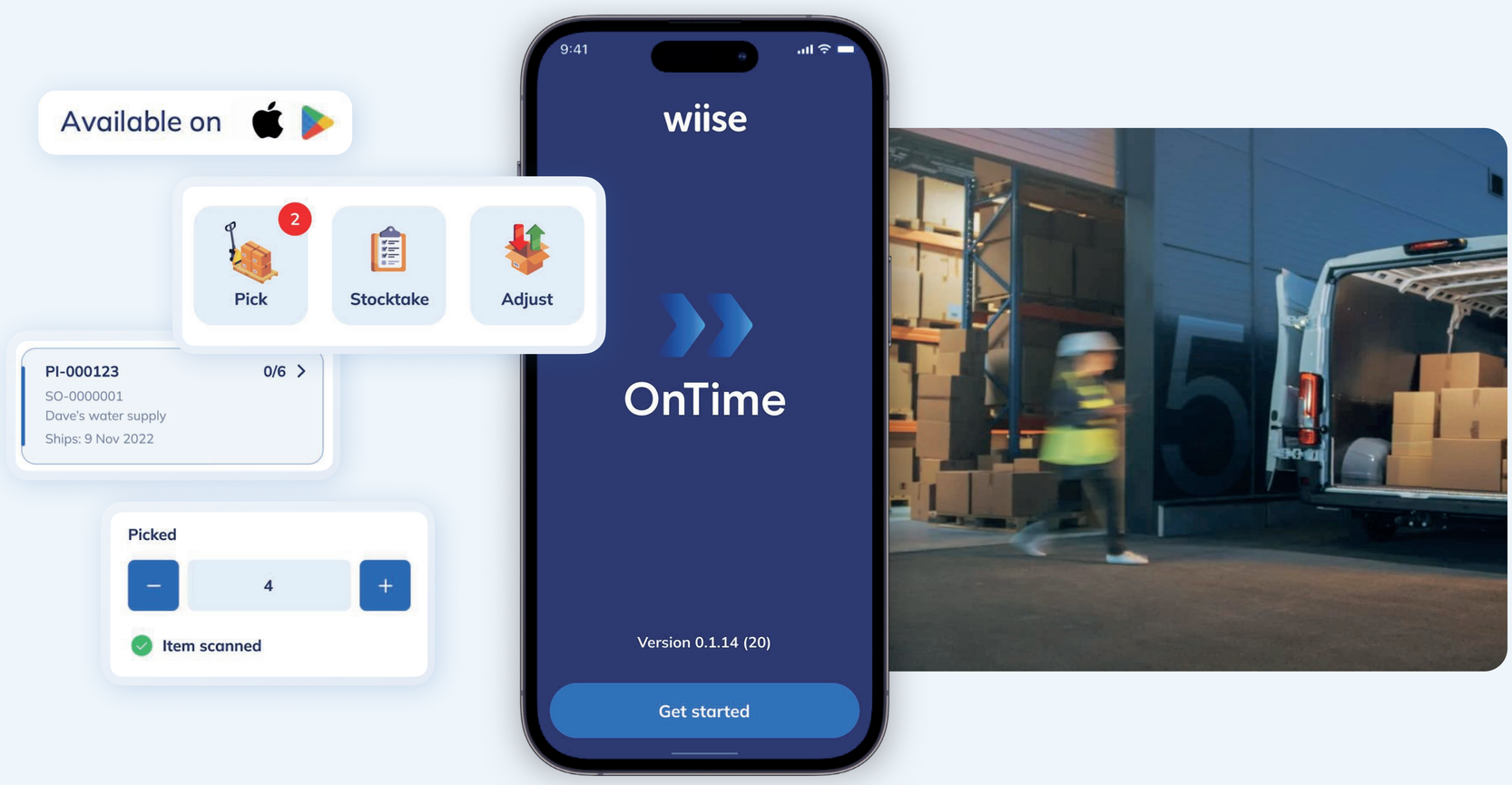
Longer manual processes delay delivery, leading to frustrated customers who expect on-demand delivery.

Boost your warehouse operations

Wiise helps by enabling you to:

- Capture receipts, put-aways, picks and shipments on the warehouse floor with barcode/QR scanning
- Update stock, bins and item locations in real time, eliminating manual entries and errors
- Complete stocktakes and inventory adjustments quickly and accurately
- Trace items by serial, lot or bin across multiple warehouses
- Prioritise urgent orders and optimise task management to reduce fulfilment delays

By removing admin bottlenecks and giving staff the tools to record activities where the work happens, Wiise Warehouse OnTime improves accuracy, accelerates fulfilment, and helps deliver goods on time, every time.



Reduce errors

Eliminate mis-picks, delays, and inventory errors, helping to increase pick rates and profitability.

Save hours of admin

Eliminate paperwork and share warehouse data with Wiise in real-time.

Ship more orders in less time

Scan barcodes, prioritise orders, and complete picks, put-aways, stocktakes, and adjustments through our app.

Longer lead times, unhappy customers

Longer manual processes delay delivery, leading to frustrated customers who expect on-demand delivery.

Longer lead times, unhappy customers

Longer manual processes delay delivery, leading to frustrated customers who expect on-demand delivery.

OnTime features

Receiving
Action purchase orders, inventory receipts and warehouse receipts.

Put Aways
Assign inventory and warehouse put aways to the locations and bins.

Picks
Pick items or consolidated orders for sales orders, warehouse or inventory picks and purchase return orders.

Transfers & Movements
Manage and action item movements. Use picks and put aways to easily record internal transfers.

Lot & Item Tracking
Manage and track stock with lot and item tracking controls.

Assembly
Digitize assembly consumption via inventory movements.

Production
Record inventory and warehouse picks and inventory put aways generated from Production.

Shipments
Record shipping information for tracking via inventory shipments.

Adjustments
Keep accurate records - record and report of adjustments and reasons.

Priority Tasks
Get a prioritised to-do list by urgency and carrier cut-off time.

Stocktakes
Easily perform blind stocktakes and planned counts.

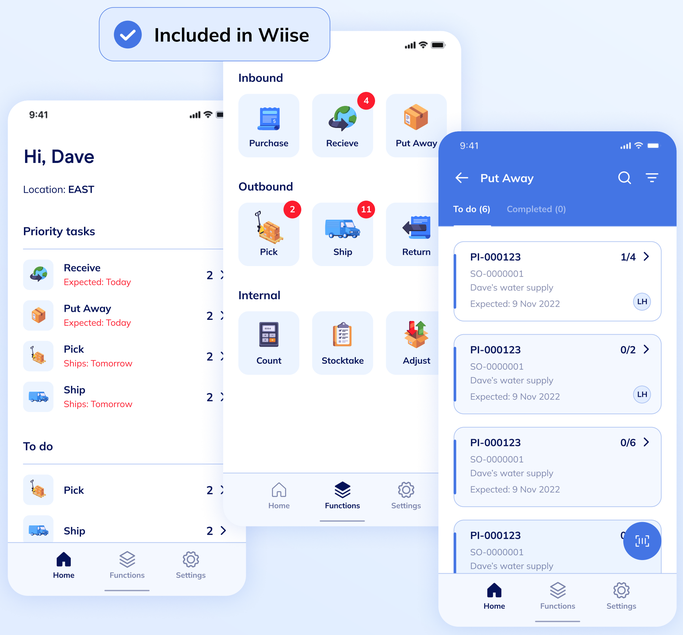
Bin & Item Look Up
Quickly see bin contents or item information.

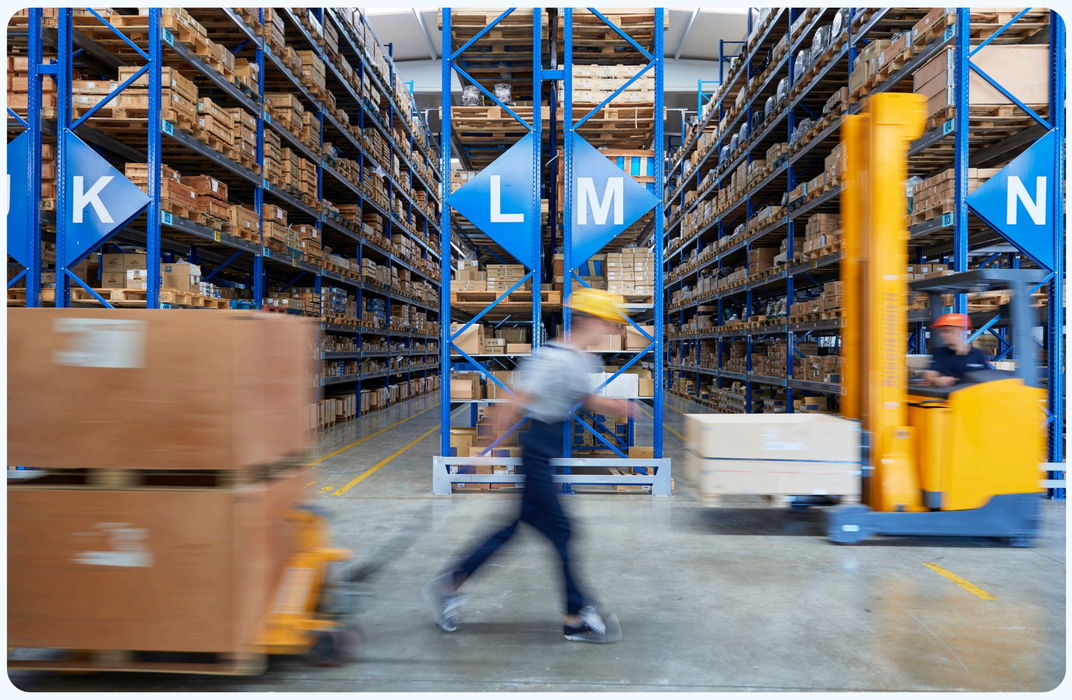
Barcode Reports
Easily print barcodes for new locations or items.

Expiry Dates
Set up OnTime to pick via your preferred setting, whether FIFO or manual setup.

Capture Images & Notes
Record the state of incoming and outbound goods using the inbuilt camera.

Projects
Record inventory and warehouse picks generated from Projects.







By far the most valuable feature of Wiise is complete access to our data. It's not just about visibility - it's about what that visibility enables. We've been able to forecast inventory up to 12 months in advance, reduce stock outages, and make informed decisions that keep our operations running smoothly.

Tim Hockham, Director, R&S Grating



Wiise capabilities

NDIS features and capabilities

NDIS features and capabilities

- Additional NDIS Fields
- Wiise direct integration with NDIA APIs
- NDIS Invoicing
- NDIS Chart of accounts
- Onboarding and Setup (PRODA Setup)
- Remittance matching
- NDIS Product Catalogue integration
- Care Management integration fields
- Bulk Payment Requests



Get paid faster with fewer errors

- **NDIA API integration**

  Submit claims (including bulk claims) directly from Wiise, eliminating manual uploads and preventing errors

- **Automated Remittance Retrieval**

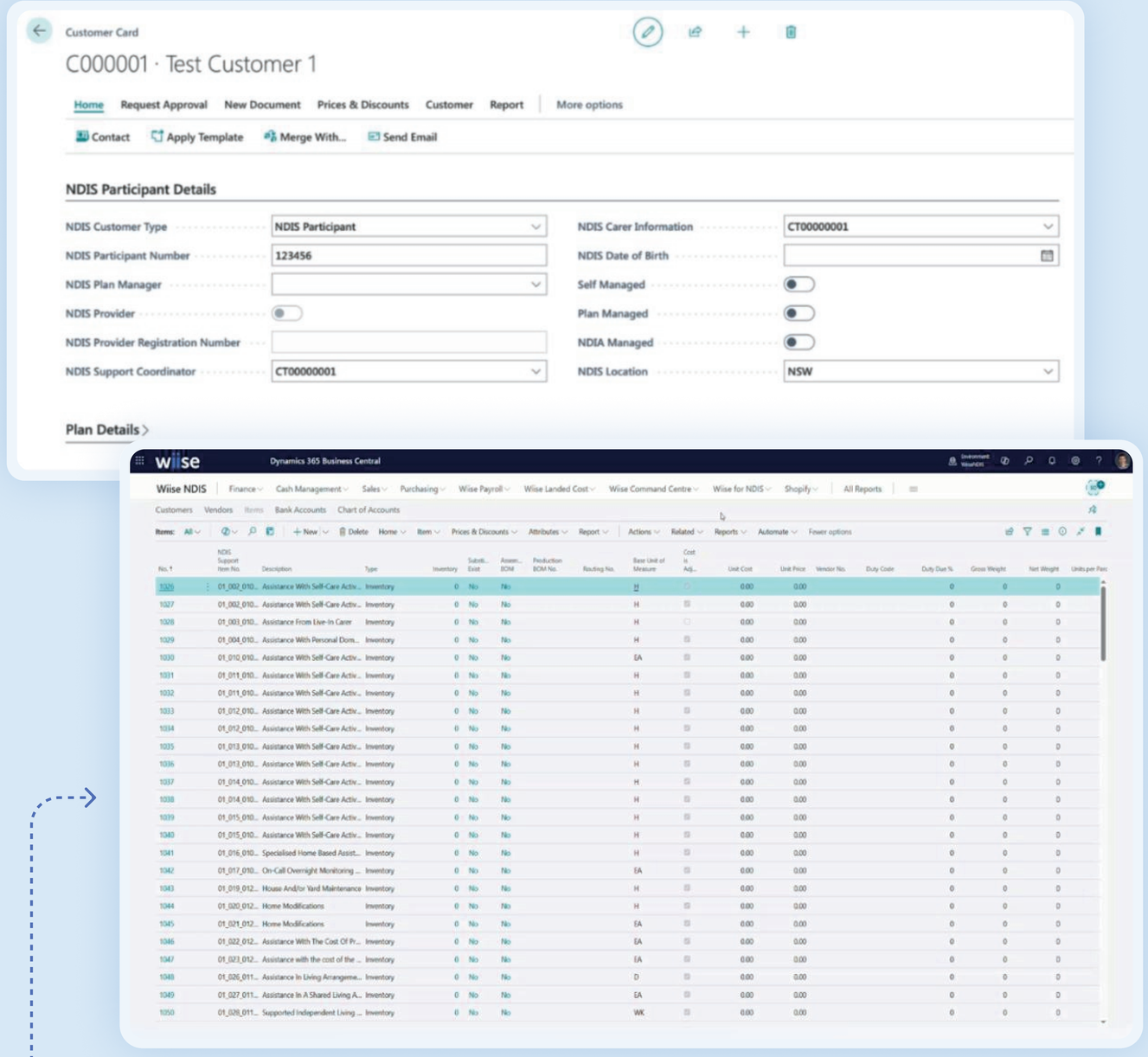
  Automatically fetch payment remittances from NDIA

- **Auto-Reconciliation**

  Automatically match claims to payments, reducing manual checks

- **NDIS Catalogue Integration**

  Easily apply the correct support codes and rates, reducing claim rejections



Automatically updated pricing

State and region pricing

Real-Time funding and program visibility

- **Live Financial Dashboards**

  Track your financial performance in real time, and drill into details such as accounts receivable, accounts payable, P&L, participant, program and service

- **Real-Time P&L by Program**

  See income, expenses and margins for each service area

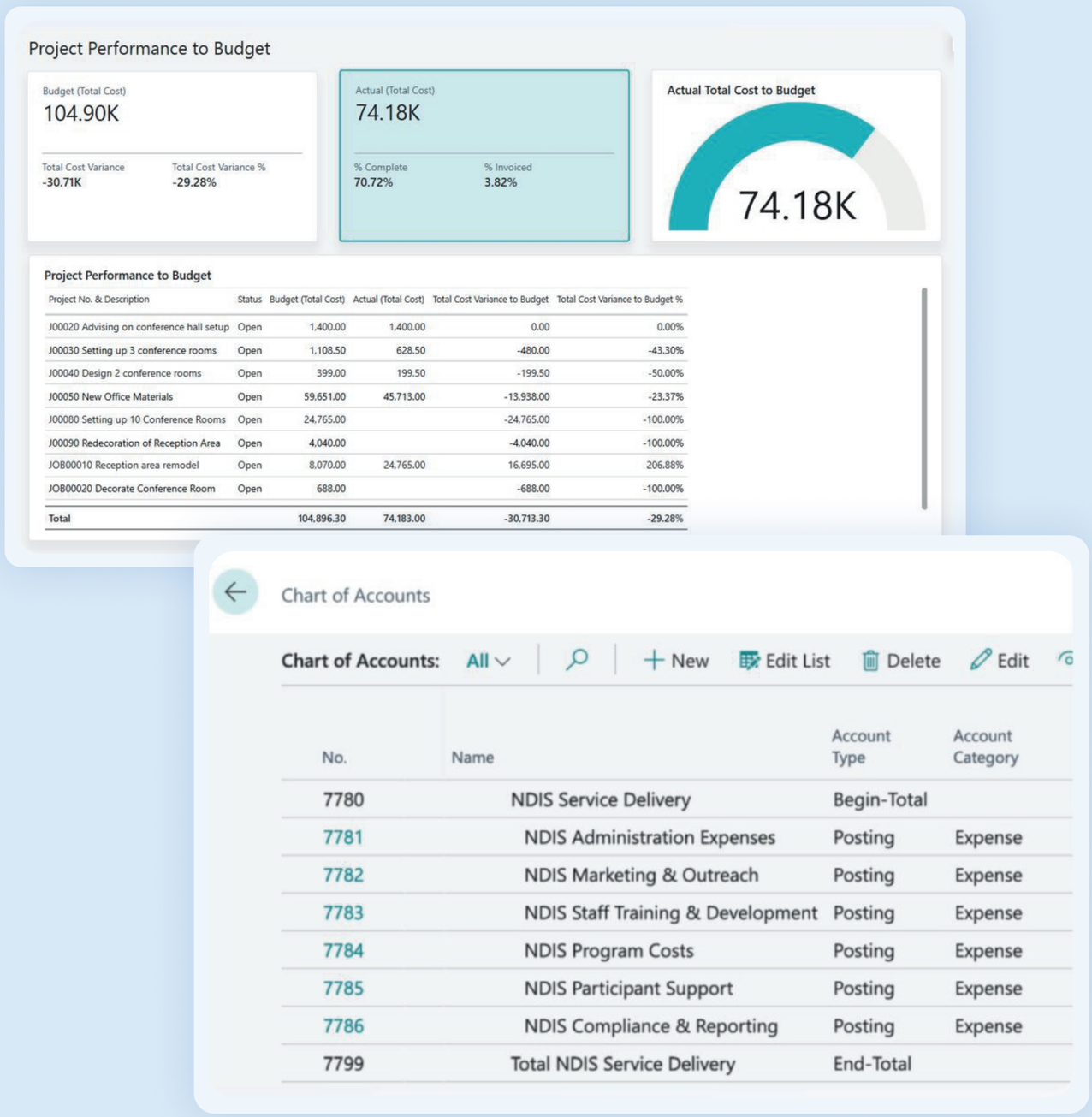
- **Participant funding balances**

  Monitor unspent and forecasted funding in real time

- **NDIS Chart of Accounts (designed by KPMG)**

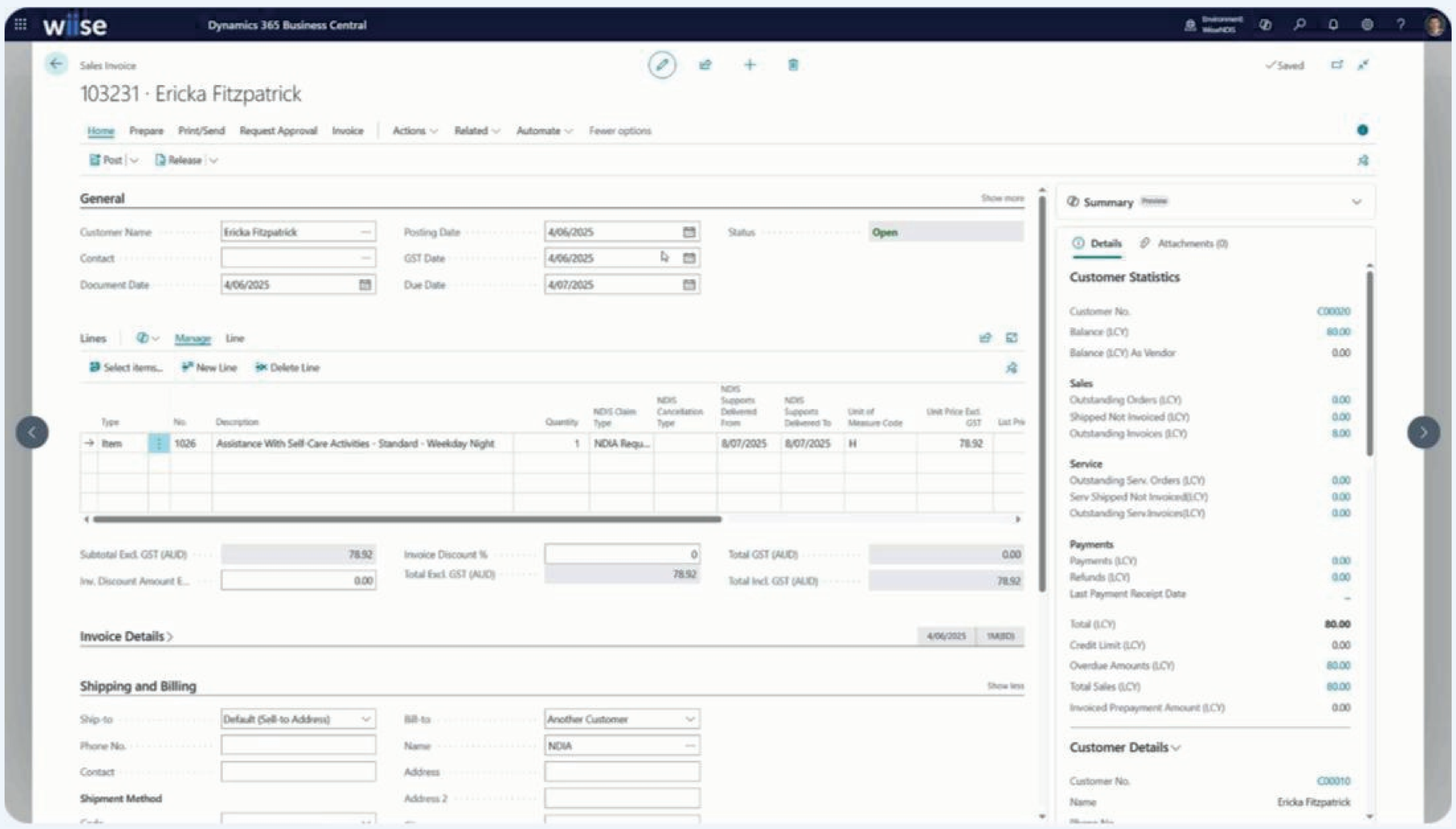
  Align your financial reporting with NDIS categories for clarity

Multi-dimensional reporting



Reduce admin overhead and refocus on participants

- **Integrated Payroll with SCHADS Interpretation**
  Automate award-based pay, leave, and super calculations
- **Real-Time P&L by Program**
  See income, expenses and margins for each service area
- **Automated Claims and Payments Workflow**
  Remove manual steps from claims processing to payment reconciliation
- **Split Invoicing**
  Split invoices between NDIA, plan managers, and participants.
- **Audit-Ready Reporting**
  Prepare reports without manual reconciliation, easing audit prep stress.





Audit-Reaady, future proof infrastructure

- **Comprehensive Audit Trails**

  Every transaction, claim and change is tracked automatically for audit evidence

- **Australian Data Residency**

  Data is stored in Microsoft Azure data centres within Australia

- **Secure, Scalable Infrastructure**

  Enterprise-grade security with role-based access to support your growth from 20 to 200+ users without performance issues

- **Trusted AI**

  Automate admin without compromising on data security with Microsoft's secure, enterprise-grade AI

ISO-Certifications

ISO 27001
(Information Security Management Systems)

Ensuring data confidentiality, integrity, and availability throughout claims and payment processing.

ISO 27017
(Cloud Security)

Maintaining the highest level of information security controls to ensure our customers data remains secure

Wiise capabilities

NDIS Activities Supported in Wiise

Participants & Plans

- Client invoice history
- CRM (client contact details)
- Plan management
- Outcome measurement
- Individual support plan
- Service agreements
- Progress notes
- Individual support plan
- Participant Plan Reassessments
- Progress reports
- Service bookings

Products & Services

- Product & Services pricing catalogue
- Vendor onboarding & assurance
- Budget management
- Vendor management

People

- Employment contracts
- Qualifications
- Training records
- Police & Working with Children checks
- Payroll (EH)*
- Rostering & Timesheets (EH)*

Financial Management

- Invoicing
- Manual lodgment of payment requests
- Recording payments
- Payments
- Financial budgeting
- Reporting

Compliance & Risk

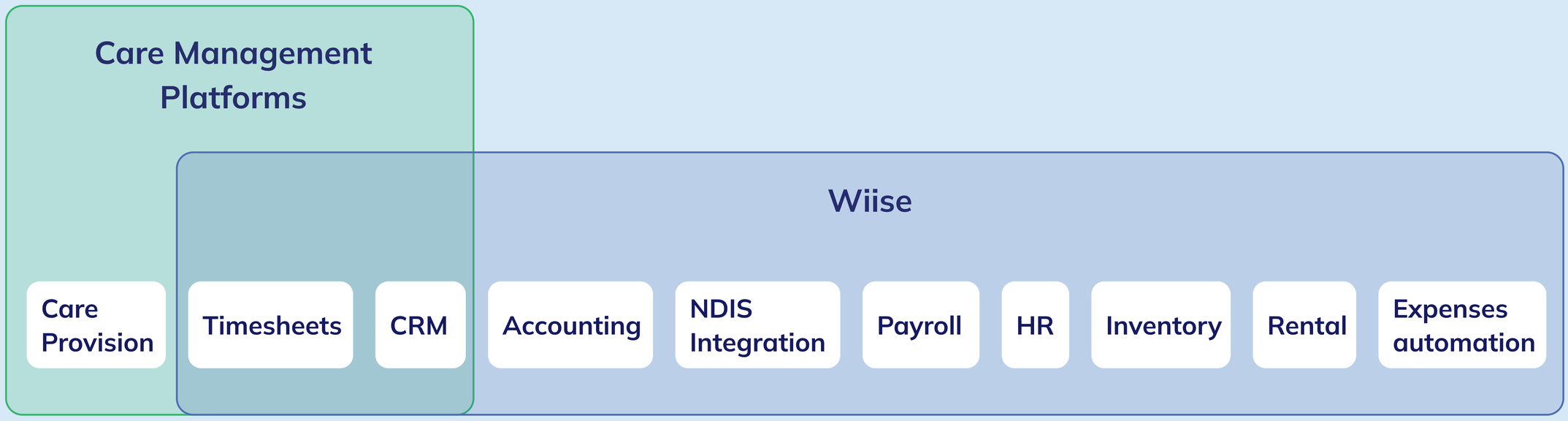
- Audits
- Incident management
- Insurances
- Purchase approvals

- **Supported**
- **Not supported**



Functional map

Wiise and Care Management Platforms



Care Provision	Plan Management, Rostering, Invoicing, Field Service (mobile)
Timesheets	Capture timesheets, Interpret awards, Allocate costs
CRM	Participants, Support Workers, Medical Practitioners, Plan Managers
Accounting	Reporting, P&L, Cash Management, Assets, Bank Feeds
NDIS integration	API Integration to NDIS for claims
Payroll	Single Touch payroll
HR	Recruit, onboard, train, certify, performance manage
Inventory	Manage inventory, Wiise OnTime
Rental	Rental solution for equipment hire
Expense Automation	Automate expense management

Wiise NDIS product features

Additional NDIS fields

Feature Description

Wiise includes NDIS-specific fields in Wiise across key record types – company, customer, items, and vendors, to support accurate NDIS claims, funding tracking, and reporting.

These fields capture critical NDIS data points directly in Wiise, including:

- NDIS participant numbers
- Plan manager details
- Support item reference numbers
- Funding types
- Service booking IDs
- Price guide codes and rates
- Claim category tagging

Benefits

- **Reduce Manual admin**

  Capture NDIS claim data at the source to cut double handling and errors.

- **Ensure Claim Accuracy**

  Automatically align with NDIS pricing to cut rejections and speed up claims.

- **Improve Funding Visibility**

  Track funding and delivery for clear insight into business health and compliance.

- **Streamline Compliance**

  Maintain audit trails with accurate NDIS tagging across transactions.

Why it's important

Securely storing and tracking participant numbers, support item codes and plan manager details in Wiise helps eliminate manual workarounds or spreadsheet tracking. This means:

- Reducing risk of errors in claims
- Less admin time in reconciling payments
- Ease in responding to audits
- Clearer understanding of funding utilisation

NDIS-specific fields allow you to:

- Align your workflows with NDIS requirements
- Confidently and quickly submit and reconcile claims
- Quickly and accurately report on funding and service delivery

NDIS chart of accounts

Feature Description

Wiise supports NDIS-ready Chart of Accounts structure, allowing you to accurately track, report and manage income, expenses and funding utilisation in alignment with NDIS operation and compliance needs. This includes:

- Standardised NDIS income accounts by funding type or service
- Accounts for grants, fee-for-service, and client contributions
- Track NDIS claim rejections and adjustments
- Cost centres for programs, SIL houses, or service types
- Integrate with jobs/dimensions for advanced tracking (participant, location, program)

Benefits

- **Funding visibility**
  Track NDIS funds across services, programs, and participants
- **Simplified reporting**
  Generate reports by NDIS categories and management needs
- **Compliance confidence**
  Maintain clean, auditable NDIS financial records
- **Informed decisions**
  Analyse profitability and funding use for sustainable growth

Why it’s important

Avoid generic COA structures (in Xero or MYOB) that:

- Do not align with funding streams or NDIS reporting categories
- Require manual workarounds to prepare board or compliance reports
- Make it difficult to track program or participant-level profitability

Wiise’s NDIS Chart of Accounts eliminates these challenges by:

- Providing a structured, NDIS-aligned COA out of the box
- Enable granular tracking of funding and expenses by service, location, or program
- Supporting faster, accurate preparation of claims, utilisation reports and board packs

NDIS product catalogue

Feature Description

Wiise includes an NDIS Pricing Catalogue, enabling you to load and maintain current NDIS price guide rates directly in the system for accurate billing, claims, and reporting. This allows customers to:

- Store and manage NDIS support item codes, descriptions, and unit prices
- Tag items with NDIS categories and GST/NDIS tax treatment
- Apply rates automatically during service delivery and billing
- Update pricing systematically when new NDIS price guides are released
- Manage regional pricing variations (if applicable)

Benefits

- **Reduce errors**

  Ensure correct NDIS item codes and rates

- **Faster claims**

  Automates billing alignment with NDIS standards for faster submission

- **Easy updates**

  Easily stay up-to-date with NDIS pricing changes

- **Improve Funding Utilisation**

  Track service pricing against participant plans for effective funding management

Why it's important

Manually tracking NDIS pricing can lead to:

- Outdated rates causing rejections or revenue loss
- Waste hours cross-checking item codes
- Inconsistent pricing across teams or sites

These challenges lead to delays in cash flow, compliance risk, and increased admin burden. Wiise helps by:

- Embedding the price guide into core workflows
- Ensure the correct codes and rates on claims or invoices
- Reducing manual admin while increasing billing accuracy

NDIS invoicing

Feature Description

NDIS has complex invoicing requirements. Wiise provides NDIS-specific invoicing functionality that allows you to generate compliant, accurate, and automated invoices aligned with NDIS claims processes. With Wiise, you can:

- Generate invoices with NDIS item codes and rates
- Automatically link services delivered to participant plans and funding types
- Create single, split, or bulk invoices
- Update pricing systematically when new NDIS price guides are released
- Track status, payments, and outstanding claims

Benefits

Reduce manual admin

Streamline invoice generation using pre-loaded NDIS rates and codes, and split invoicing, eliminating spreadsheets and double entry

Faster cash collection

Generate accurate invoices aligned with NDIS claim requirements, reducing rejections and speeding up payment cycles

Improved accuracy

Invoices are generated directly from service delivery and participant plans, reducing billing errors

Why it's important

Manual preparation of invoices can lead to:

- Claim rejections from incorrect codes, rates, or details
- Delayed cash flow from invoice or claim discrepancies
- Difficulty tracking outstanding invoices and claims

These increase admin burden, reduce funding efficiency, and expose you to compliance risks. Wiise helps by:

- Automating compliant, accurate invoice generating from service delivery records
- Integrating pricing, participant funding details and NDIS-specific fields
- Reducing claim rejections and speeding up payment collection
- Providing clear visibility into the claims and cash flow

NDIS payment requests

Feature Description

Wiise enables you to generate, manage, and track payment requests in bulk, using accurate, compliant data directly from Wiise to streamline funding collection from the NDIA. With Wiise, you can:

- Generate NDIS payment requests that align with NDIA requirements
- Create bulk requests for multiple participants, services, and periods
- Pull live service data with correct NDIS item codes, participant numbers, and rates
- Track payment request statuses and handle rejections efficiently
- Automatically reconcile NDIA payments against submitted claims
- Manage adjustments, reclaims and credits with clear audit trails

Benefits

- **Faster Funding Collection**
  Submit bulk claims quickly, reducing the time it takes to submit a claim
- **Reduce Errors and Rejections**
  Automatically populate accurate data to reduce rejections
- **Automate Reconciliation**
  Match NDIA remittances to submitted claims, reducing errors
- **Improve Cash Flow**
  Faster, accurate submissions to reduce delays in funding

Why it's important

Manual preparation and tracking of payment requests can cause:

- Errors and delays
- Slower cash flow from incorrect claims
- Difficult reconciliation across services
- Limited visibility of claim status

Wiise helps by:

- Automating claim generation and submission
- Using compliant data to reduce rejections
- Reconciling payments with clear audit trails
- Showing real-time status of claims and payments

NDIS PRODA connection

Feature Description

Wiise enables you to connect with the NDIA via PRODA (Provider digital Access), allowing secure, direct submission and management of payment requests and claims from within Wiise.

- Directly upload NDIS payment requests to the NDIA portal
- Supports secure authentication aligned with NDIA requirements
- Track claim statuses and responses within Wiise
- Minimise manual PRODA logins and file re-uploads, saving time and reducing errors

Benefits

Faster Claims Submission

Submit bulk claims quickly, reducing the time it takes to submit a claim

Fewer Errors

Eliminate file transfer mistakes for accurate submissions

Save Time

Automate workflows for finance teams

Enhance Security

PRODA authentication and audit trails ensures safe, compliant submissions

Better Visibility

Track claim submission status and response codes directly within Wiise

Why it's important

Manual preparation and tracking of payment requests can cause:

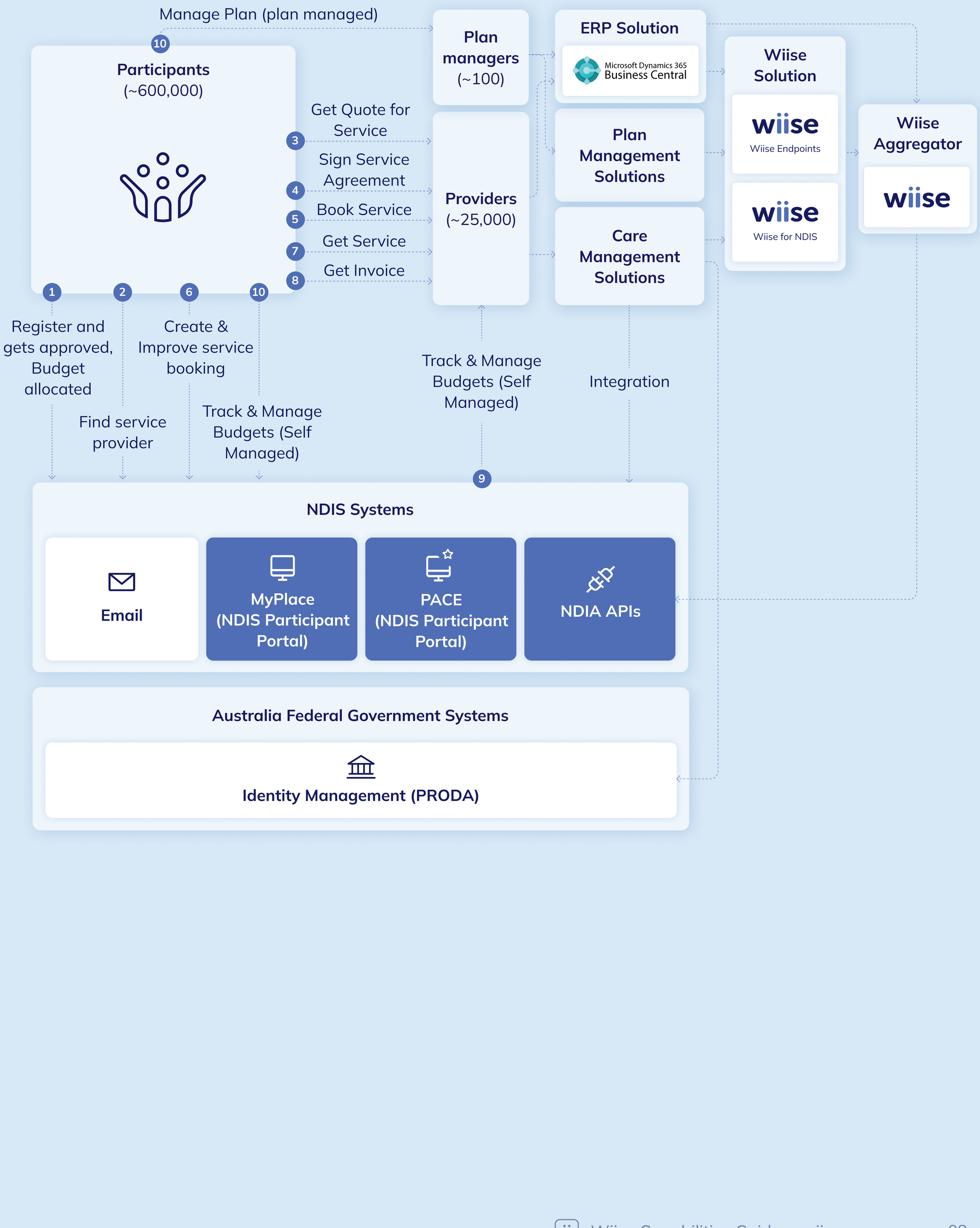
- Extra admin logging into PRODA
- Duplicate or failed submissions
- Delays from manual portal checks
- No real-time sync with finance records

Wiise helps by:

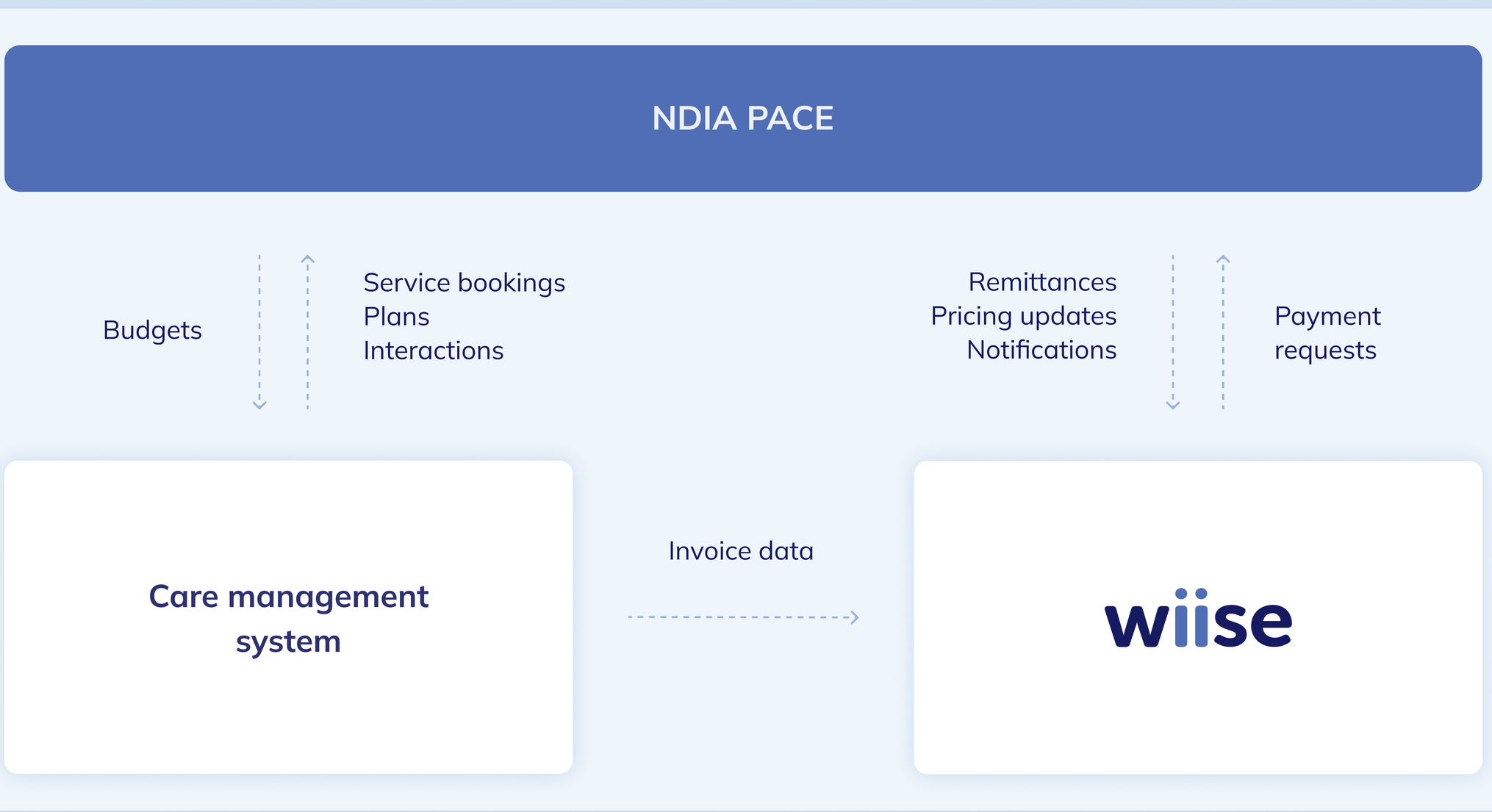
- Connecting directly to PRODA for secure submissions
- Automating uploads and re-submissions
- Tracking claim statuses in real time
- Reducing admin

Wiise & care management integration

System Integration Overview

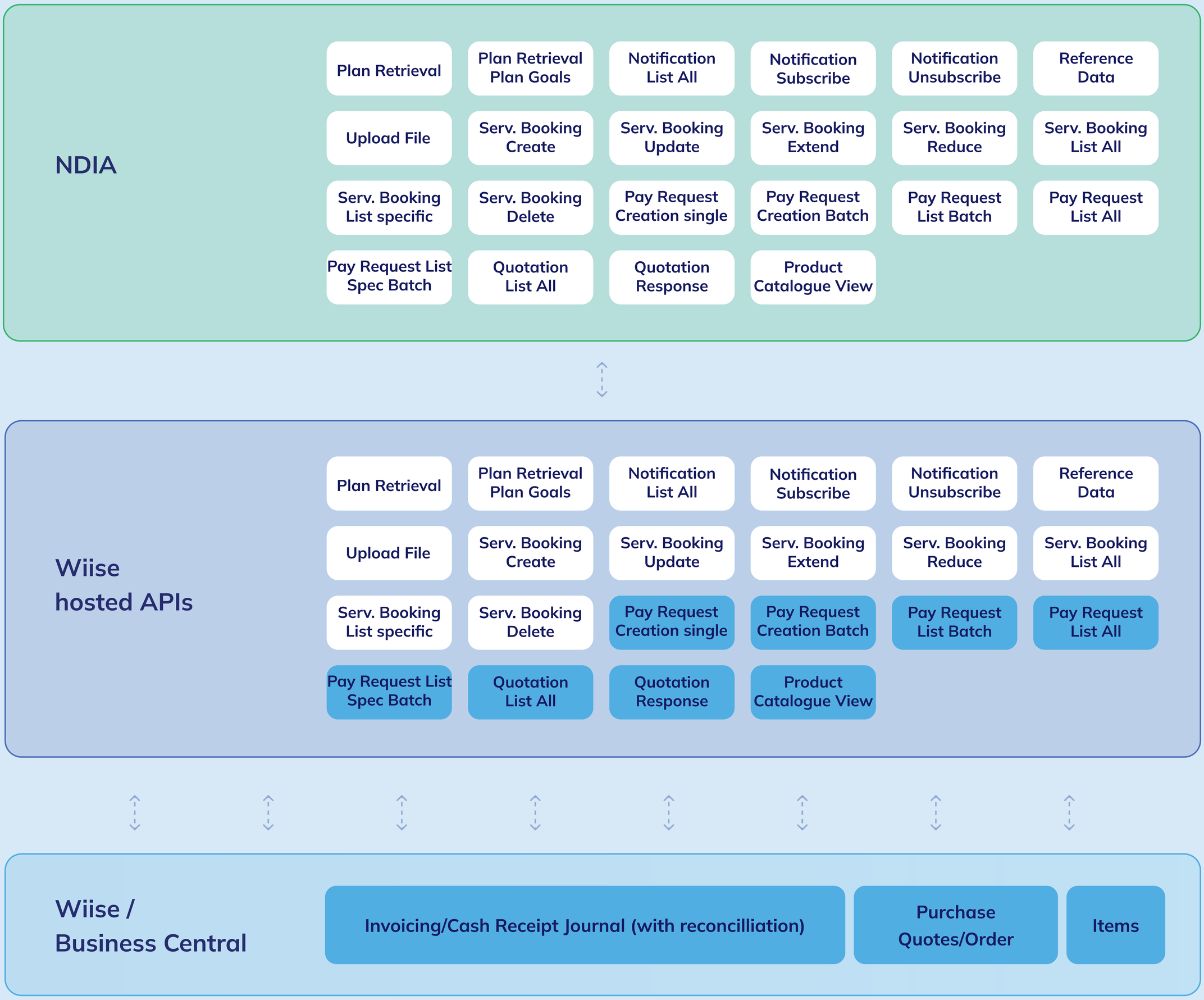


API Integration between systems





Wiise NDIA data fields



Care Management NDIA data fields

NDIA

Plan Retrieval	Plan Retrieval Plan Goals	Notification List All	Notification Subscribe	Notification Unsubscribe	Reference Data
Upload File	Serv. Booking Create	Serv. Booking Update	Serv. Booking Extend	Serv. Booking Reduce	Serv. Booking List All
Serv. Booking List specific	Serv. Booking Delete	Pay Request Creation single	Pay Request Creation Batch	Pay Request List Batch	Pay Request List All
Pay Request List Spec Batch	Quotation List All	Quotation Response	Product Catalogue View		

Wiise hosted APIs

Plan Retrieval	Plan Retrieval Plan Goals	Notification List All	Notification Subscribe	Notification Unsubscribe	Reference Data
Upload File	Serv. Booking Create	Serv. Booking Update	Serv. Booking Extend	Serv. Booking Reduce	Serv. Booking List All
Serv. Booking List specific	Serv. Booking Delete	Pay Request Creation single	Pay Request Creation Batch	Pay Request List Batch	Pay Request List All
Pay Request List Spec Batch	Quotation List All	Quotation Response	Product Catalogue View		

Wiise / Business Central

Service Bookings/Care Management/Award Calculations

Transforming NDIS operations with Wiise

Wiise improvements

NDIS Activities Supported in Wiise

Area	Before (Care Management System + Accounting software)	After (Care Management System + Wiise)
Claims submission	✕ Manual CSV upload ✕ Often completed in batches leading to delays	✓ Automated via NDIA API ✓ Bulk claims via API
Payment reconciliation	✕ Manual, spreadsheet based	✓ Automated matching via API
Invoicing	✕ Manual, often outside system	✓ Automated with NDIS catalogue
Payroll	✕ Manual award checks ✕ Rostering data exported manually to KeyPay/Xero Payroll for processing	✓ Automated SCHADS interpretation ✓ Integrated seamlessly with financials
Cash flow	✕ Spreadsheet dependent	✓ Real-time in Wiise
Reporting	✕ Delay by manual processes	✓ Faster, automated pipeline
Plan Management Rostering Invoicing Field Service (mobile)	✕ Manual consolidation ✕ Funding utilisation reports ✕ Program-level financials	✓ Real-time, audit-ready ✓ Multi-dimensional reporting



The old accounting system would've needed double the hands on deck to facilitate the finance, given how much we've grown.

Matt Frecker, CFO at CVGT

cvgt



Payroll Capabilities



A critical component of your ERP

Why payroll is the missing link in your ERP strategy

For many organisations, labour remains one of the most significant and complex operating costs to manage.

Payroll sits at the intersection of workforce management, compliance and financial performance. Yet in many organisations, it is still treated as a separate back-office system, disconnected from the ERP used to manage margins, profitability and operational decisions.

At Wiise, we believe payroll should not operate in isolation. When payroll is tightly integrated with your finance ERP, workforce costs become visible, auditable and actionable, enabling better control without adding complexity.

Beyond the Payrun

Complete financial visibility

Bring payroll data into your General Ledger (GL) at the press of a button. No more manual journals, no more CSV exports, and no more "month-end" headaches.

Automated accuracy

Payroll data flows directly into your financial reporting, giving you single source of truth and a live view of your true "cost to serve" and profit margins.

Precision cost analysis

With payroll embedded in your ERP, labour costs can be analysed across specific projects, departments, locations or other dimensions in real-time. This enables more accurate margin analysis and an clearer understanding of cost-to-serve across the business

Compliance without complexity

Stay aligned with Fair Work Commission requirements through an always-up-to-date Awards Library. Compliance is built into the system, reducing risk and admin overhead as your organisation grows.

High performance payroll for finance-first teams

- **Integrated payroll and finance**

  Payroll is embedded directly within your ERP, ensuring workforce costs are reflected accurately in financial reporting without manual reconciliation.

- **Automated GL posting**

  Payroll transactions flow straight into the General Ledger, reducing month-end effort and improving confidence in reported labour costs.

- **Cost-to-serve visibility**

  Analyse labour costs across branches, warehouses, departments or cost centres to better understand margin and profitability drivers.

- **Always-current compliance**

  Built-in Awards interpretation and Fair Work alignment reduce compliance risk without adding administrative overhead.

State of the art Awards interpretation

Pre-built Awards library

STP-2 ready

Integrated Superannuation clearing house

Employee self-serve app

Automated journaling

Dynamic rostering and costing

Automated pay run tasks

Workforce reporting and analytics

State of the art Award interpretation

Feature Description

A powerful rules engine that automates the “translation” of complex Australian industrial conditions into accurate pay lines,.

Benefits

- **Eliminate Underpayments**
  Stop the risk of manual miscalculations in penalty rates.
- **Process Efficiency**
  Reduce payroll processing time by up to 80% by removing manual calculations.
- **Consistent Accuracy**
  Ensure every employee is paid exactly what they are owed, every time.
- **Reduced Friction**
  Minimise employee disputes regarding complex shift loadings and overtime.

Why it’s important

Manual interpretation is the leading cause of wage theft and Fair Work litigation in Australia. Modern Awards are legal documents, not simple spreadsheets.

This feature allows you to ingest raw timesheet data and have the system instantly calculate the exact Gross Pay, including all legal loadings, without a human needing to look up an Awards table.

Award interpretation helps you:

- Ensure consistent compliance
- Avoid accidental under or over payments
- Speed up the payroll process without compromising accuracy

Pre-built Awards Library

Feature Description

A cloud-hosted library of 50 Modern Australian Awards, managed and kept up to date by experts.

- **Manged updates** when Fair Work announces a rate increase or a condition change, the Award will be updated and available for you to implement, at the click of a button.
- **Version control** easily see which version of an Award is active and track historical changes.
- **Plug-and-play setup** select your industry Award and link it to your staff in seconds.

Benefits

Always Up-to-Date

Never worry about missing the July 1st minimum wage increases again.

Low Maintenance

No need for internal teams to manually research or code new pay rates.

Legal confidence

Trust that your base templates are vetted against current legislation.

Scalability

Easily add new staff under different Awards as your business diversifies.

Why it’s important

Staying compliant with the Fair Work Commission is a full-time job. Small changes in wording can have huge financial impacts.

This feature allows you to have confidence that your system “knows” the law, and updates itself the moment the government changes the rules.

The Awards library helps you:

- Locate and apply relevant Awards to your staff.
- Keep a maintained Award available at all times.
- Eliminate the risk of under and over payments.

Single Touch Payroll (STP2) Ready

Feature Description

Built-in, ATO-certified reporting that handles the dis aggregated data requirements of STP Phase 2.

- **Direct ATO Link** lodge pay event data directly from the payroll dashboard to the ATO.
- **Data Mapping** automatically breaks down pay into required categories like overtime, bonuses and allowances.
- **Employee Finalisation** streamline end-of-financial-year (EOFY) reporting with one-click finalisation.

Benefits

Simplified Reporting

Meet complex government requirements without changing your daily workflow.

Faster Submissions

Lodge with the ATO in seconds after finalising a pay run.

Error Detection

Built-in validation checks flag data errors before they reach the ATO.

ATO Peace of Mind

Reduce the risk of audits by providing clean, disaggregated data.

Why it's important

STP Phase 2 requires granular reporting that most legacy systems cannot handle. Non-compliance can lead to significant ATO penalties.

This feature allows you to meet all your tax reporting obligations as a natural by porduct of your standard pay run process.

Being STP2 ready means you:

- Can ensure ATO reporting obligations for STP Phase 2.
- Can avoid ATO audits by providing the right data in the right way.
- Ensure correct submissions.

Integrated Superannuation Clearing House

Feature Description

An integrated, SuperStream-compliant clearing house (powered by Beam) that simplified retirement fund contributions.

- **One-click batching** group all employee super contributions into a single payment
- **Automated validation** checks USIs and member numbers to ensure payments don’t bounce.
- **Real-time tracking** see exactly when the funds have been cleared and received by the super funds.

Benefits

Time Saving

Replace hours of manual fund-by-fund payments with a single click.

Cash Flow Control

Get clear visibility of your superannuation liabilities before they are due.

Compliance Certainty

Fully meet SuperStream requirements for electronic data transfer.

Reduced Admin

Automatically handle the “lost” payments or incorrect fund details.

Why it’s important

Superannuation is a major liability. Late or incorrect payments result in the Super Guarantee Charge (SGC), which is non-tax deductible.

This feature allows you to reconcile and pay your entire company’’s super in under 5 minutes, directly from the payroll platform.

Integrated Super clearing house helps to ensure:

- Fast and accurate superannuation payments.
- Elimination of bounced and lost payments.
- SuperStream compliance obligations.

Employee Self Service

Feature Description

A mobile-first portal that gives employees control over their own data and administration.

- **Payslips** staff can view and download their payslips from any device.
- **Digital timesheet** employees can clock in/out or submit hours via the app.
- **Leave management** staff can check balances and apply for leave on the go.

Benefits

Reduced Admin Load

No more “can you send me my last 3 payslips” emails.

Data Integrity

Employees manage their own bank and TFN details, reducing HR effort and errors.

Better Engagement

Provides staff with transparency over their pay and leave entitlements.

Faster Approvals

Managers can approve timesheets and leave from their own app.

Why it’s important

Manual paper timesheets and email leave requests are bottlenecks that lead to data entry errors and payroll delays,

This feature allows you to decentralise administrative tasks so your payroll team can focus on strategy instead of data entry.

Employee Self Service helps to ensure:

- Information ownership and accontability to the employee.
- Elimination of human errors.
- Elimination of timesheet, leave and approval bottlenecks.

Automated Journaling to Wiise General Ledger

Feature Description

A native integration that pushes payroll data directly into your Wiise General Ledger.

- **Dimension mapping** map payroll costs to specific departments, projects or locations in your ERP.
- **Draft posting** journals arrive in Wiise as “drafts” for final review before posting.
- **Automatic balancing** ensures your payroll clearing accounts and liabilities always reconcile.

Benefits

- **Data Integrity**

  Eliminate manual journal entries and the risk of transposition errors.

- **Instant Reporting**

  Financial reports (P&L) reflect labour costs the moment payroll is finalised.

- **Granular Visibility**

  See exactly which projects or departments are driving your labour spend.

- **Faster Month-End**

  Save days of work by having the hardest journal already done for you.

Why it’s important

Labour is your biggest expense. If your payroll isn’t in your GL, your financial reports are blind to your biggest cost driver until days after the pay run.

This feature allows you to connect your workforce costs directly to your financial strategy with the press of a button.

Automated journaling helps to ensure:

- Timely appropriation to Ledger.
- Elimination of manual data entry.
- Elimination of human error.

Dynamic Rostering and Costing (optional+additional)

Feature Description

A scheduling tool that links directly to Award rates to provide “live” cost estimates as you build your roster.

- **Cost visibility** see the dollar value of a shift (including penalties) before you assign it.
- **Qualification tracking** ensure you only roster staff with the right certifications (i.e., First Aid)
- **Shift bidding** allow staff to clam open shifts via their mobile app.

Benefits

- **Budget Control**

  Stop “roster shock” by knowing your labour costs before the week begins.

- **Optimised Staffing**

  Balance your most expensive and least expensive staff to hit margin targets.

- **Reduce Overtime**

  System alerts warn you if a shift will trigger overtime rates for a specific staff member.

- **Compliance by Design**

  Prevent staff from being rostered back-to-back shifts that break Award rules.

Why it’s important

Profitability is often won or lost in the roster. Over-staffing or accidentally triggering overtime can destroy a week’s margin.

This feature allows you to build profitable rosters based on real data, rather than guesswork or “gut feel”.

Dynamic rostering and costing helps to ensure:

- Reduction in overtime penalty rates.
- Ideal staffing ratio within budget.
- Compliant rosters.

Automated Pay Run Tasks

Feature Description

A set-and-forget scheduler that automates repetitive tasks for standard salaried or fixed-hour staff

- **Scheduled finalisation** automatically close an finalise pay rus on specifics day/ time.
- **Auto-lodge STP** send the data to the ATO without manual intervention
- **Automated distribution** automatically email payslips too staff once the run is complete.

Benefits

- **Hands-Free Payroll**
  Ideal for salaried workforces where pay rarely changes from week to week.
- **Reliability**
  Ensure your team is always paid on time, even if the payroll officer is away.
- **Exception Management**
  Focus only on the outliers (leave, bonuses, etc) while the system handles the rest.
- **Workflow Efficiency**
  Free up your finance team for higher-value analysis.

Why it's important

Manual payroll is a time-sink. Automating the routine allows you to focus your attention on the exceptions that actually need human oversight.

This feature allows you to put your payroll on autopilot so it runs quietly in the background of your business.

Automated pay run tasks helps to ensure:

- Unexceptional processes are run on auto-pilot.
- Maintain compliance and timely payments.
- Finance teams can focus on higher-value analysis.

Workforce Reporting and Analytics

Feature Description

A comprehensive suite of over 50 pre-built reports providing deep insights into your workforce data.

- **Leave liability** real time visibility of what you owe staff in accrued leave.
- **Variance analysis** compare this week's payroll to last week's payroll to spot anomalies.
- **Cost center breakdown** view total labour costs (including tax/super) by department or project.

Benefits

- **Better Decision Making**

  Use hard data to justify new hires or shift changes.

- **Audit Readiness**

  Instant access to any historical data required by Fair Work or the ATO.

- **Financial Accuracy**

  Ensure your balance sheet accurately reflects employee entitlements.

- **Strategic Insight**

  Identify trends in absenteeism or overtime spend before they become problems.

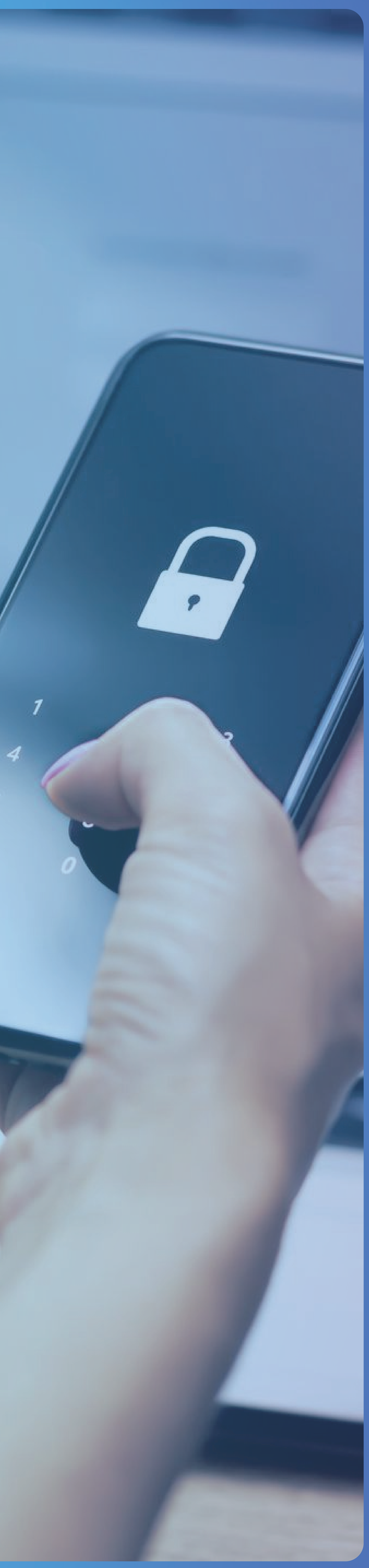
Why it's important

You cannot manage what you don't measure. In-depth reporting turns payroll from a cost centre into an intelligence asset.

This feature allows you to provide the Board and Management with precise, data-backed insights into the company's largest investment - it's people.

Workforce reporting and analytics helps to ensure:

- Compliance reporting
- Variance and anomaly detection.
- True understanding of employee-related liabilities.



Security and Trust



Audit-ready, future proof infrastructure

Comprehensive Audit Trails

Every transaction, claim and change is tracked automatically for audit evidence

Australian Data Residency

Data is stored in Microsoft Azure data centres within Australia

Secure, Scalable Infrastructure

Enterprise-grade security with role-based access to support your growth from 20 to 200+ users without performance issues

Trusted AI

Automate admin without compromising on data security with Microsoft's secure, enterprise-grade AI

Secure Single Sign-On

Simplify access and strengthen security with Microsoft Single Sign-On (SSO) across the Wiise platform

ISO-Certifications

ISO 27001

(Information Security Management Systems)

Ensuring data confidentiality, integrity, and availability throughout claims and payment processing.

ISO 27017

(Cloud Security)

Maintaining the highest level of information security controls to ensure our customers data remains secure

Advanced security measures

Wiise is fully certified against international security standards **ISO27001 Information Security Management** and **ISO27017 Cloud Security.**



Wiise Security Reporting

We apply best-practice security processes that are regularly reviewed by third-party security specialists.

Security features:

- **TLS 1.3 encryption**
- **Multi-factor authentication**
- **API security**
- **Azure firewall**
- **24/7 monitoring**
- **Data loss prevention**



Hosted on Microsoft's public cloud

Wiise is built on top of Microsoft Dynamics 365 Business Central which is hosted on the public cloud through Microsoft's Azure platform.

Hosted on Azure, Wiise benefits from automatic updates, high scalability, robust security, and compliance with industry standards. Azure's global data centres ensure improved performance and compliance with local data residency requirements.



Housed in Microsoft Azure

Wiise is hosted on Microsoft Azure data centres located in Australia that employ best practice cloud privacy including ISO/IEC 27018 compliance, geo-redundancy, as well as government compliant disaster recovery.



Backed by KPMG Australia

As part of KPMG, all aspects of Wiise's activities are rigorously maintained and audited regularly, with security and risk mitigation foremost in mind.



Microsoft

Work smarter with Microsoft Artificial Intelligence

Boost productivity, creativity and customer service with next-generation AI powered by Microsoft and built into Wiise.

Eliminate time consuming tasks

Streamline tasks across your business from finance to inventory, sales and projects, with AI built into the entire platform.

One system, built to work end-to-end

Spot risks, surface opportunities and trigger actions across your business. No more silos, manual entry or switching between apps.

Integrate effortlessly with familiar tools

Use AI to scan emails, analyse complex data or gain account information utilising a seamless integration with Microsoft 365.

Copilot

Your personal assistant

Save time, reduce errors and automate tasks with your own intelligent and private personal assistant. Built into Wiise and connected across the Microsoft 365 suite, Copilot can help to streamline bank reconciliation, analyse data or quickly find what you're looking for.

Agents

Your new digital workforce

Delegate tasks to an intelligent, digital workforce. Use agents to automate complex tasks such as creating sales orders with secure access to emails, inventory levels and lead times. Stay on top of agent activities with built-in logs, approvals and human-in-the-loop checkpoints.

Private

Your business data stays within your Microsoft environment and is not used to train public AI models, ensuring full data ownership and confidentiality.

Secure

Built on Microsoft's trusted cloud. AI features in Wiise inherit enterprise-grade security, encryption and threat protection by default.

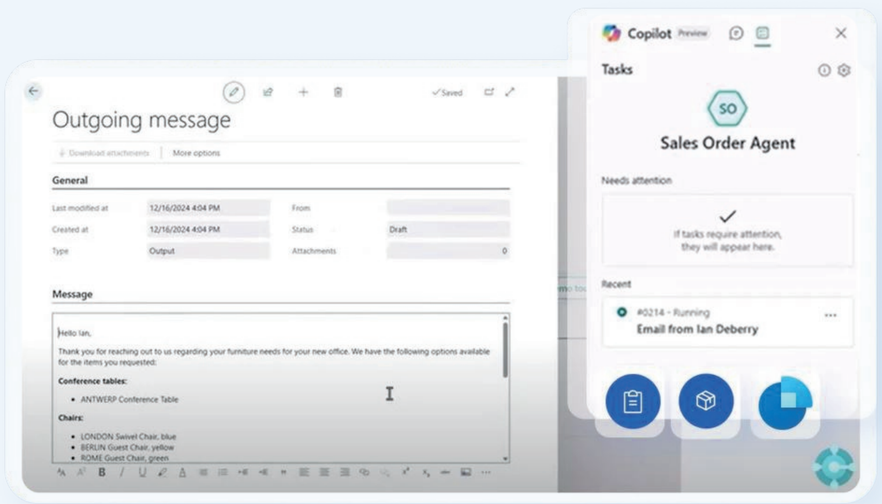
Compliant

Microsoft AI and Wiise are designed to meet global compliance standards, helping you to stay audit-ready and aligned with regulatory requirements.

Responsible

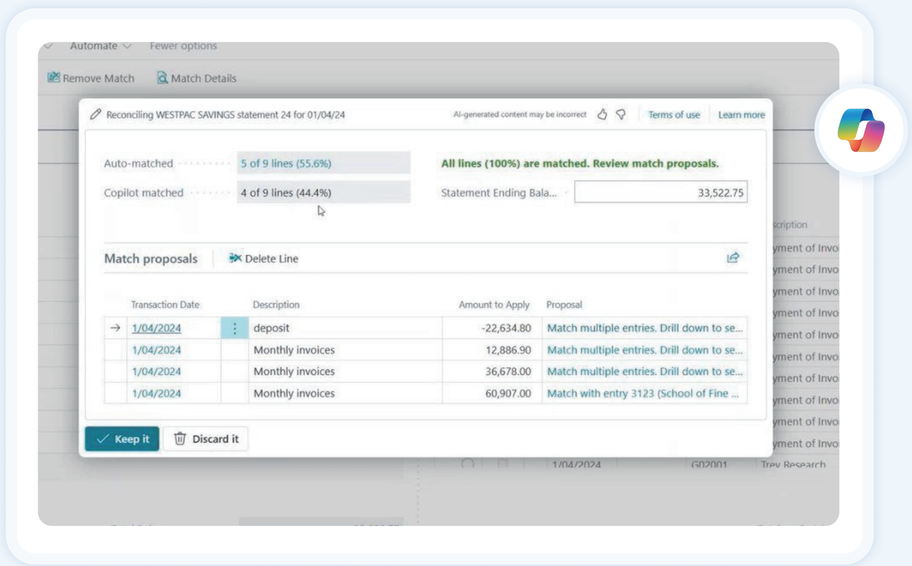
AI in Wiise follows Microsoft's Responsible AI principles, delivering transparent, explainable results to support decision making before it's applied.

Built-in intelligence. Across your entire business.



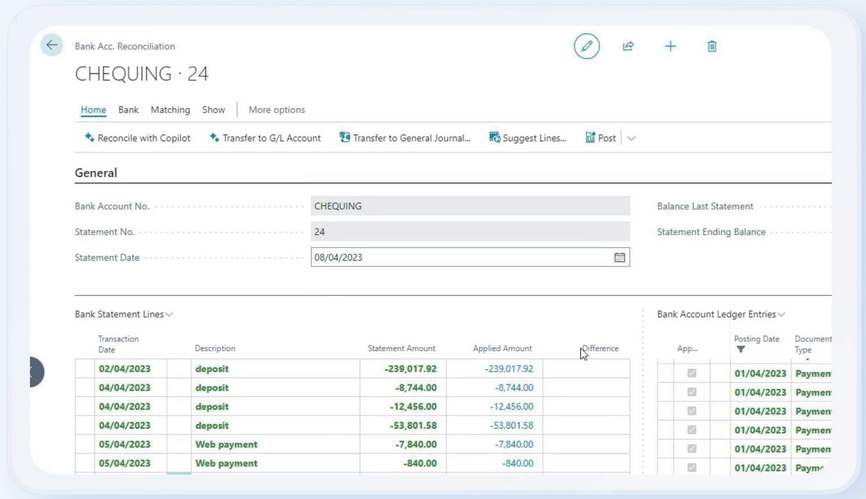
Automatically create sales orders

Improve processing time, customer experience and team efficiency, even during busy periods. Use the Sales Order Agent to securely access emails, inventory and lead times to automatically create sales orders.



Reconcile accounts in seconds

Eliminate errors and close your end-of-month quicker by reconciling hundreds of transactions in seconds using the power of AI. Quickly match individual transactions or lump-sum payments, and surface unmatched transactions. Streamline reconciliations by teaching Copilot to recognise unmatched transactions and promptly posting entries to the appropriate GL account with suggestions from Copilot.



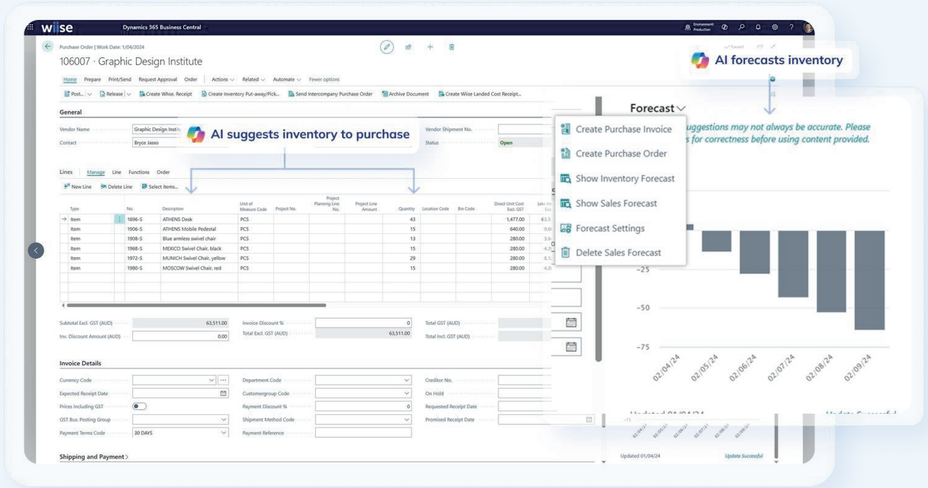
Predict late payments

Proactively manage your cash flow by using AI to predict which customers are likely to pay on time, and which aren't.

wiise

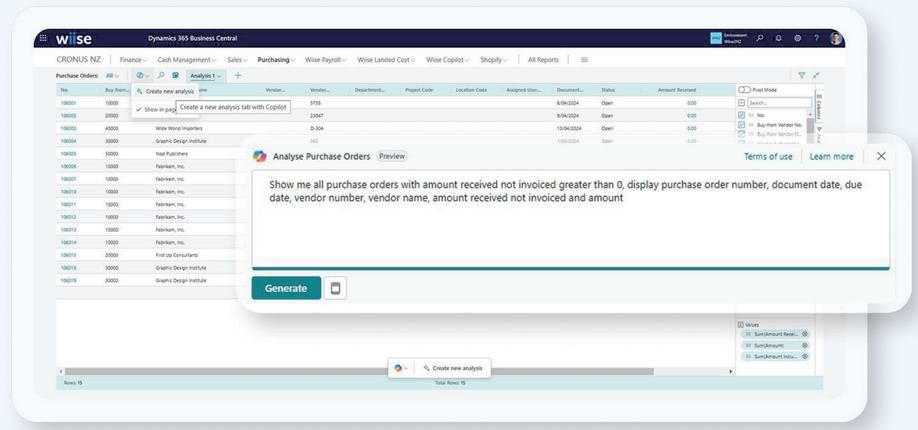
Microsoft





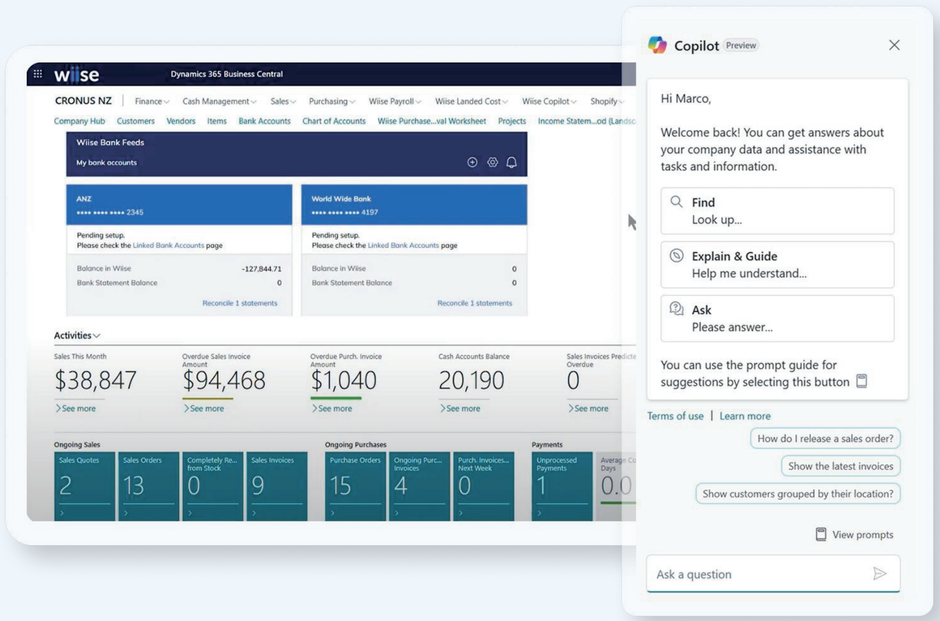
Accurately forecast inventory

Improve processing time, customer experience and team efficiency, even during busy periods. Use the Sales Order Agent to securely access emails, inventory and lead times to automatically create sales orders.



Analyse complex data by simply asking questions

Analyse data such as financial, inventory, or customer records by simply asking Copilot a question in natural language.
Rapidly create interactive reports and share them with stakeholders in Teams.



Quickly find what you're looking for

Find inventory, invoices, quotes or customer details in seconds by asking Copilot in natural language.

Copilot connects everyday tools

AI-Powered Productivity

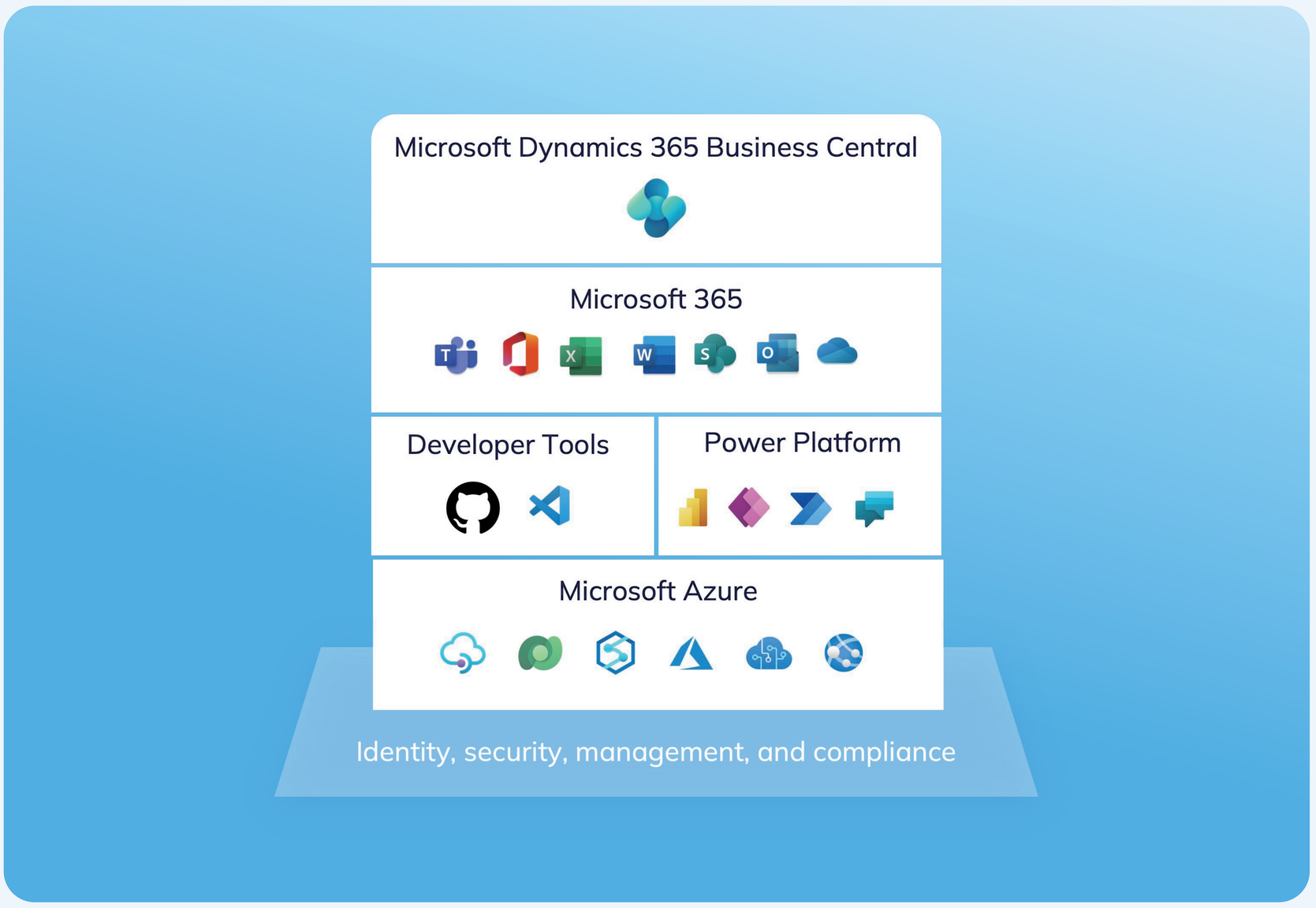
Boost productivity, accuracy, and customer service with next-generation AI powered by Microsoft and built into Wiise. With Copilot embedded across the Wiise platform and connected to Microsoft 365, teams can save time, reduce errors, and automate everyday tasks using a secure, intelligent assistant to streamline bank reconciliation, analyse data, and quickly find the information they need.





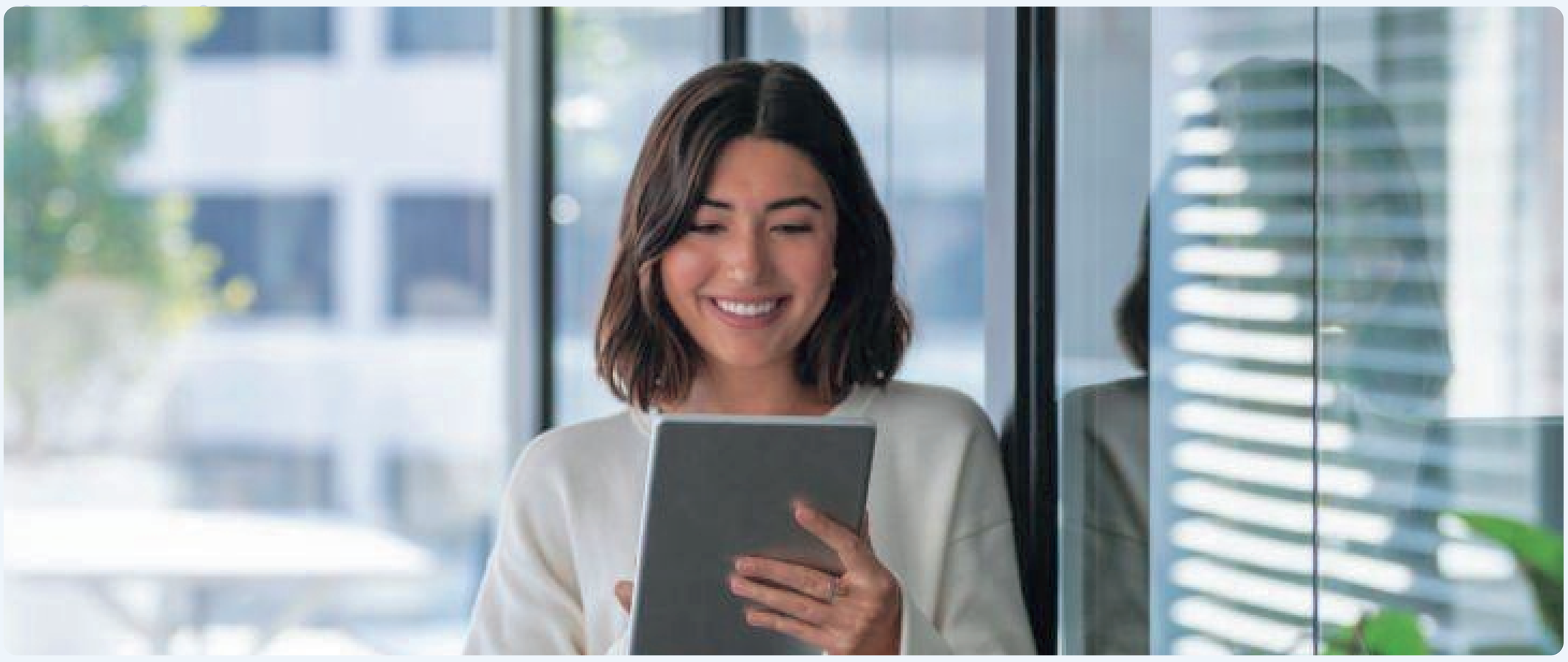
Microsoft Business Central outcompetes with the only fully integrated stack

- **Works seamlessly with the Microsoft applications** you already use and know – Outlook, Teams, Excel and Power Platform
- **Copilot and AI infused throughout** the solution brings you continuous insights to speed decision-making
- **A single system that works across international locations**
- **Extensible to grow and adapt with your growing business**



Work smarter

- Seamlessly connect Business Central + Microsoft 365 and harness the power of Copilot
- Collaborate in the apps where teams work best
- Connect Business Central to Outlook, Excel, and Teams, work seamlessly together with timely data
- Stay in the flow of work
- Get the data employees need in the tools they prefer, without switching applications
- Work between applications with greater continuity, guided by AI.
- Get help drafting emails, summarising information, and more, no matter where you work

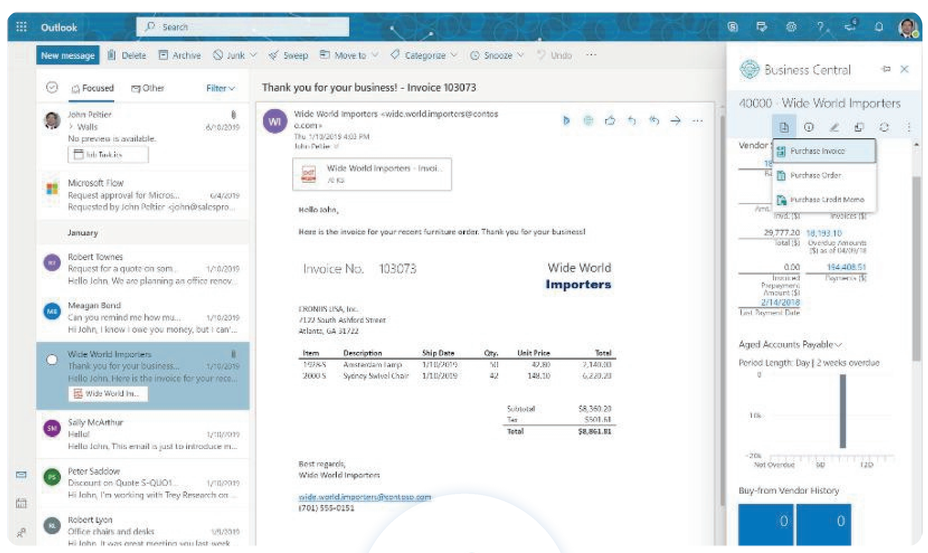


Work seamlessly with Microsoft 365

Works seamlessly with the Microsoft applications you already use and know – Outlook, Teams, Excel and Power Platform.

Copilot and AI infused throughout the solution brings you continuous insights to speed decision-making.

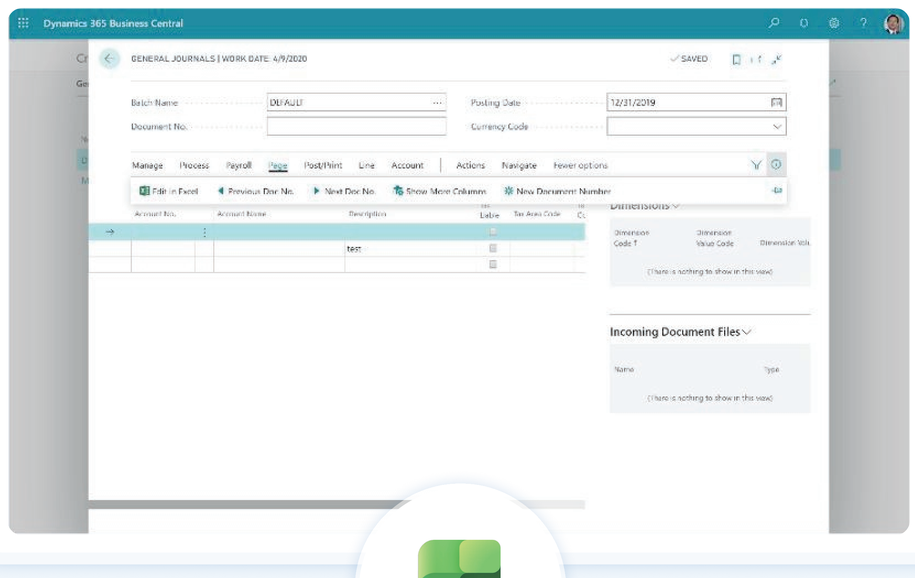
A single system that works across international locations. Extensible to grow and adapt with your growing business.



Use Wiise within Outlook

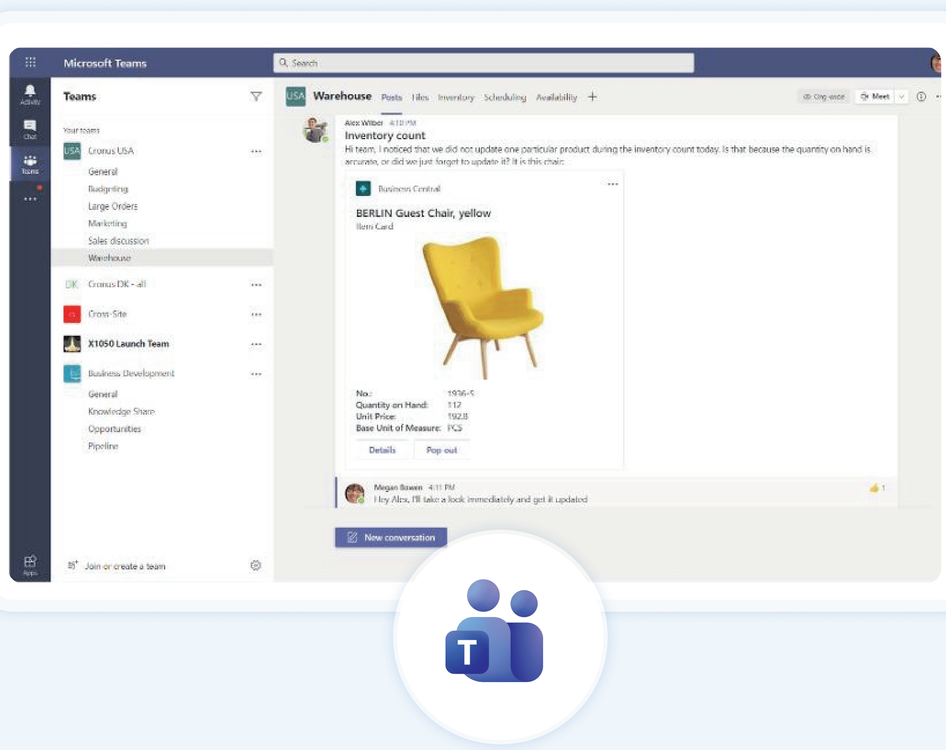
Quickly and easily respond to customers and suppliers by seeing their entire history, including invoices, quotes, and upcoming or overdue payments directly within Outlook.

- **Generate quotes in Outlook**
- **See inventory in real time**
- **Update orders in Outlook**



Use Wiise within Excel

Quickly bulk update products, and pricing, reconcile figures, or update contacts in Wiise without having to import or export files. Simply click to edit in Excel, update the data directly within Excel, and it'll be synched with Wiise in real time.



Use Wiise within Teams

Improve your team's collaboration and productivity by quickly sharing and discussing orders, inventory or tasks in Teams.
Get accurate information on your mobile device in real time by delving into customer records, inventory, or orders within Teams.

- **Automatically notify your team of orders, inventory or production changes**
- **Quickly update orders & inventory from within Teams**

Extend and Scale Wiise with Microsoft Dynamics 365

Add advanced sales, field service, marketing or customer service functionality to Wiise with seamless, bi-directional integration with Microsoft Dynamics 365.

- **Dynamics 365 Sales**

  Add sales pipeline management, opportunity tracking and forecasting capabilities

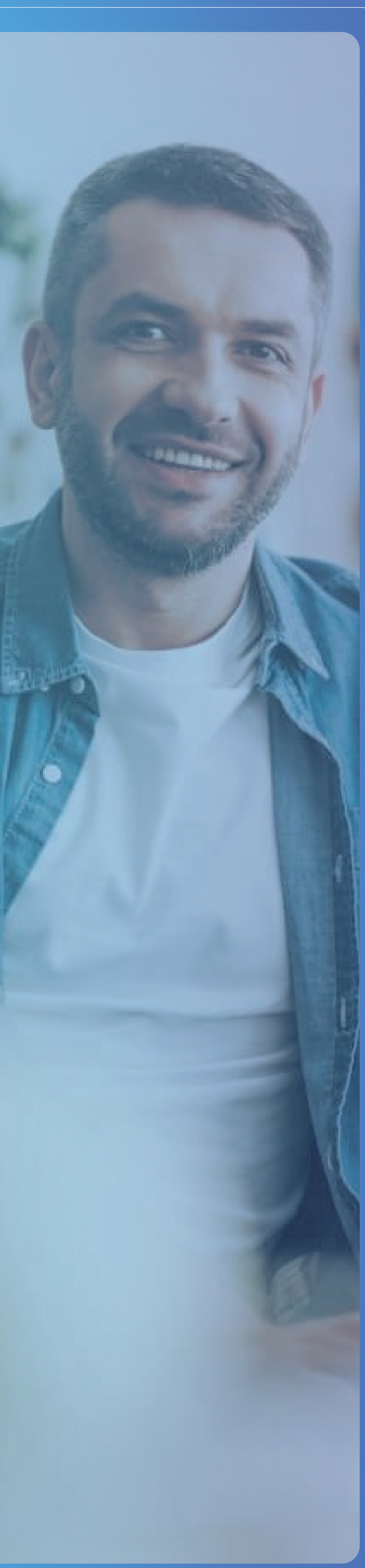
- **Dynamics 365 Field Service**

  Connect your field workers to work orders, inventory and finance data in real-time.

- **Dynamics 365 Customer Service**

  Add case management, service request tracking and knowledge-based support capabilities and marketing, project operations, supply chain, HR





Proven in Practice

Measurable business impact

Real outcomes from Australian and New Zealand businesses using Wiise to improve visibility, reduce manual processes and scale with confidence.

Here is our master report for further reading

Key results

Three-year impact of Microsoft Dynamics 365 Business Central for the composite organisation:

172%
ROI

$484k
Benefits PV

$306k
NPV

7 months
Payback

The financial impact of Wiise

18%

Productivity improvement

Adopting Business Central cuts down manual reporting time, enhances visibility, and boosts decision-making quality for finance and operations staff.

$50.6k

Support cost reduction

By consolidating ERP functionality on Business Central, the organisation avoids these costs.

$71.6k

Fees avoided

Implementing Business Central eliminates third-party reporting costs as internal IT staff handle integration and customisation tasks.

$245.1k

Reduction in required hires

As organisations grow, there is a need for more finance and operations hires with ERP expertise. Business Central helps staff work better, reducing the need for new hires as the business expands.



2,500 hours

saved per year

Scott McPherson, MD at SGESCO-MAX

Manufacturing



4.5 hours

saved each month

Michael Leen, Managing Director at Fresh Frontier

Manufacturing



60%

faster month-end

Brad Cowain, General Manager, Lencom

Manufacturing



3x

faster order fulfillment

david Temby, Terra Mater Floor

Warehousing & Distribution



4 days

saved each month

Colin Moran, CEO, RWB Marine

Warehousing & Distribution



75%

reduction in admin time

Amy Turner, COO at Pro Seafoods

Warehousing & Distribution



100 days

saved each year

Lewis Jackson, CFO at Capital Transport

Transport & logistics



38 hours

saved each month

Jessica Sciberras, CFO at Peter Stoitse Transport

Transport & logistics



25%

Productivity improvement

Paul Durose, Head of Ops, Logik Freight & Logistics

Transport & logistics



5 days

saved per month

David Temby, Terra Mater Floor

Professional services



94%

less time on invoicing

Robin Allardice, CEO, Bentleys Tasmania

Professional services



1 system

for their entire business

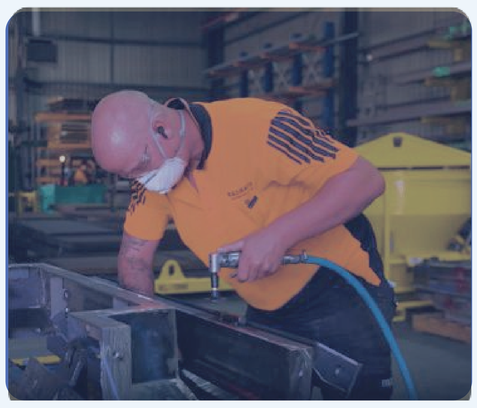
Sean Pearce, CFO at Business SA

Professional services

Customer success stories

Manufacturing

How R&S Grating evolved a family business with real-time insights



Industry

Manufacturing

Size

50+ Employees

Location

Dandaenong South, VIC

Pain Points

1. Struggled with manual processes that slowed down job costing and project management.
2. Limited visibility into financials and project performance across multiple sites.
3. High reliance on spreadsheets led to errors and inefficiencies.
4. Difficulty producing timely and accurate reports for decision-making.

Solutions

1. Implemented Wiise ERP to automate project costing and management processes.
2. Provided real-time financial insights across multiple job sites.
3. Centralised project and financial data, eliminating the need for multiple spreadsheets.
4. Delivered customisable reports for faster, more informed decision-making.

Meet Tim. Tim Hockham is Director of R&S Grating, a second-generation family business supplying civil infrastructure products across Victoria since 1974.



"By far the most valuable feature of Wiise is complete access to our data. It's not just about visibility - it's about what that visibility enables."

Tim Hockham, Director, R&S Grating

Stats

98%
delivery in full, on time (DIFOT) achieved.

30%
reduction in holding costs.

60%
reduction in data entry and order management.

How SGESCO-MAX pivoted from services to manufacturing with Wiise



Industry

Manufacturing

Size

18 employees

Location

Brisbane, QLD

Pain Points

1. Slow, outdated Wang system meant simple payroll tasks took up to 4 days a month to complete.
2. Unable to perform basic manufacturing tasks, including assemblies and production planning.
3. No integration with other systems or ability to track production.

Solutions

1. Faster, simpler processes, saving staff up to 2,500 hours a year.
2. Better inventory management, with the ability to manage assemblies, sub-assemblies and more.
3. Native integration with Microsoft 365, enabling access reporting directly from Dynamics CRM or Power BI.

Meet Scott. In 2020, Scott joined SGESCO-MAX, founded by his father in 1962 and now a leader in vehicle safety. With 30 years in professional services, he saw opportunities to grow the company, including a shift from services to manufacturing.



"We could not have achieved everything that we have, in such a short period of time without Wiise. The business is in such a better place. The investment has been absolutely critical to the survival and scalability of our business."

Scott McPherson, Managing Director of SGESCO-Max

Stats

38+ hours
Saved in month-end reporting

100%
real-time visibility across financials and job costing.

8
business divisions streamlined

How Fresh Frontier gained 4.5 hours a day with instant order processing



Industry

Manufacturing (Food)

Size

50+ Employees

Location

NSW

Pain Points

1. Manual order processing took up to 4.5 hours daily, slowing operations.
2. Disconnected systems led to inefficiencies between front office and warehouse.
3. Lack of real-time data created bottlenecks in order fulfillment.
4. High potential for order entry errors due to manual handling.

Solutions

1. Implemented Wiise ERP to integrate order processing with warehouse operations.
2. Automated key workflows to eliminate repetitive manual tasks.
3. Provided real-time order tracking and inventory visibility.
4. Streamlined customer ordering experience with faster, more accurate processing.

Meet Michael. Michael has worked in food distribution since he was 15 and started his business, Fresh Frontier, with a simple goal – to offer the freshest local ingredients and food products.



"If I sell a tub of potato salad today, how much does it cost me to make and how much am I selling it for on a daily basis? With Wiise, we can now answer those questions easily."

Michael Leen, Managing Director at Fresh Frontier

Stats

4.5 hours
saved daily by automating order processing.

7am
production start enabled by system efficiencies (previously 11:30am)

60%
of orders now meet a 24-hour turnaround, compared to the previous 72-hour timeframe.

Warehouse & Distribution

How RWB Marine saved 4 days each month on landed cost calculations



Industry

Distribution

Size

11-50 employees

Location

Sydney, NSW

Pain Points

1. Outdated systems created risk, insecure, and slow operationally.
2. No integration with online sales, staff losing time managing manual processes.
3. Limited access and flexibility meant teams were restricted outside the office.
4. Inaccurate reporting, inconsistent data and manual workarounds caused delays.

Solutions

1. Modern and secure platform with instant access to integrated systems.
2. Seamless integration for sales process that frees up time for teams from manual admin work
3. Access anywhere, anytime means the team can work securely on-the-go.
4. Automation and streamlined process improving turnaround time and accuracy of data.

Meet Colin. Colin is the CEO at RWB Marine. When Colin bought RWB Marine in 2021, the company was already a well-established leader in the marine industry, known for its impressive growth.



"Without doubt, Wiise has changed the way we do business. We suddenly knew where things were, what we sold, what they were costing us, and who was buying them."

Colin Moran, CEO, RWB Marine

Stats

4 days
saved each month on landed cost calculations

20%
less time spent processing sales orders

3 people
reassigned to higher-value work

How Total Hardware grew 17% YOY without increasing COGS



Industry

Distribution

Size

30+ employees

Location

QLD

Pain Points

1. Managing thousands of product SKUs with outdated, disconnected systems.
2. Manual processes slowed down order processing and inventory management.
3. Limited business visibility hindered the ability to make data-driven decisions.
4. High administrative overhead prevented scaling operations effectively.

Solutions

1. Implemented Wiise ERP to integrate inventory, sales, and finance systems.
2. Automated key business processes, reducing manual workloads.
3. Enabled accurate stock tracking and faster order processing.
4. Provided real-time reporting for better management insights and decision-making.

Meet Trudy. Trudy is the Purchasing and Operations Manager at Total Hardware and has played a key role in helping it grow from humble beginnings in a home garage, to a company with more than 30 staff, 2,500 products and five warehouses across the country.



"Wiise has transformed our business. We've been able to increase turnover 17% without any increase in COGS. We can see all our stock in real time and make far better decisions about the products we sell."

Trudy Bownds, Purchasing and Operations Manager at Total Hardware

Stats

45 mins
to complete payroll (previously a whole day)

1 day
a week saved chasing inventory

17%
increase in turnover with no increase in COGS

How Taipan streamlined operations for growth with Wiise



Industry

Distribution

Size

30 employees

Location

Brisbane, QLD

Pain Points

1. Server-based systems with limited integrations.
2. Operational data managed on spreadsheets leading to human errors and unmanageable risk.
3. Landed costs calculations and stock replenishment managed via spreadsheets.

Solutions

1. Increased efficiency and accelerated growth.
2. Warehouse teams can view data on the go and update stock levels directly in Wiise.
3. Out of the box features that allow teams to manage inventory and operations with greater ease and accuracy..

Meet Linda. With limited integration between the systems used to run their business including Ostendo, Sage Pastel and Sybiz Visypay, Taipan staff were forced to spend time updating spreadsheets and consolidating data manually.



"We now have full visibility with live data and can make decisions faster."

Linda Farrell, Administrative CEO at Taipan

Stats

18%
YoY company growth

4
systems reduced to one

9
weeks of implementation

How Terra Mater nearly double the orders with half the staff



Industry

Manufacturing (Timber)

Size

100+ employees

Location

NSW

Pain Points

1. Limited visibility of stock across multiple warehouses and production lines.
2. Manual inventory tracking led to stock waste and costly overproduction.
3. Lack of real-time production data delayed decision-making and impacted efficiency.
4. Difficulty managing growing demand without scalable systems in place.

Solutions

1. Implemented Wiise ERP to centralise stock management and improve warehouse visibility.
2. Automated inventory tracking, reducing waste and optimising stock levels.
3. Enabled real-time production data monitoring for faster, better-informed decisions.
4. Streamlined operations to meet increased demand without adding administrative burden.

Meet David. When David joined Terra Mater Floors, in 2020, it had only been running for three years, but it was already a hugely successful, fast-growing company.



"60% of our orders need a 24-hour turnaround. Previously, we could just about manage 72 hours and would lose out on sales. With Wiise, we can meet that 24-hour turnaround."

David Temby, Operations Manager at Terra Mater Floors

Stats

82%
increase in sales orders and transfers

40%
decrease in operations staff resourcing

3x
faster order fulfilment turnaround

Professional services

How FVS gained a 4D view of the business with Wiise 'cut and dice' reporting



Industry

Professional services

Size

200+ employees

Location

NSW

Pain Points

1. Interpretation of EBAs and awards in processing payroll a very manual process and prone to error.
2. Approvals were causing significant delays and impacting business decisions.
3. Field technicians required to enter work hours in Excel spreadsheets.
4. Limited visibility of branch debtor information.

Solutions

1. Invoice-level detailed reporting offering complete business visibility.
2. Finance function entirely digitised – including self-service payroll via a mobile app.
3. Power BI reporting means P&L reporting timeframe has been significantly reduced.
4. Centralised, uniform chart of accounts structure across all business divisions.

Meet Cameron. Responsible for providing effective financial stewardship across the organisation, overseeing statutory compliance, board and management reporting, forecasting and budgeting, insurance, risk management, and coordination with auditors, tax advisors, internal committees, and external vendors.



"Without Wiise, we wouldn't have been able to continue to grow. It's transformed the business and there are still a lot of capabilities that we haven't utilised yet."

Cameron Rollason, CFO at FVS

Stats

360°
visibility

5
days saved per month

1
single source of truth



Next steps

A clear, supported path from discovery to go-live

Your journey with Wiise is structured, supported, and built for success from day one. From initial discovery through to go-live, both Wiise and your implementation partner will work closely with you to scope, plan, and deliver a solution tailored to your business requirements. From requirements gathering and solution design, through configuration, data migration, training, and go-live, you'll have a clear step-by-step process and a defined project timeline. This ensures transparency, alignment, and confidence as you transition to Wiise and begin realising value from your investment.

Reduce errors

We understand your priorities, challenges and goals

Process & Requirements Mapping

A light but structured look at your workflows, pain points and must-haves

Tailored Wise Demo

We show how Wiise supports your processes end-to-end

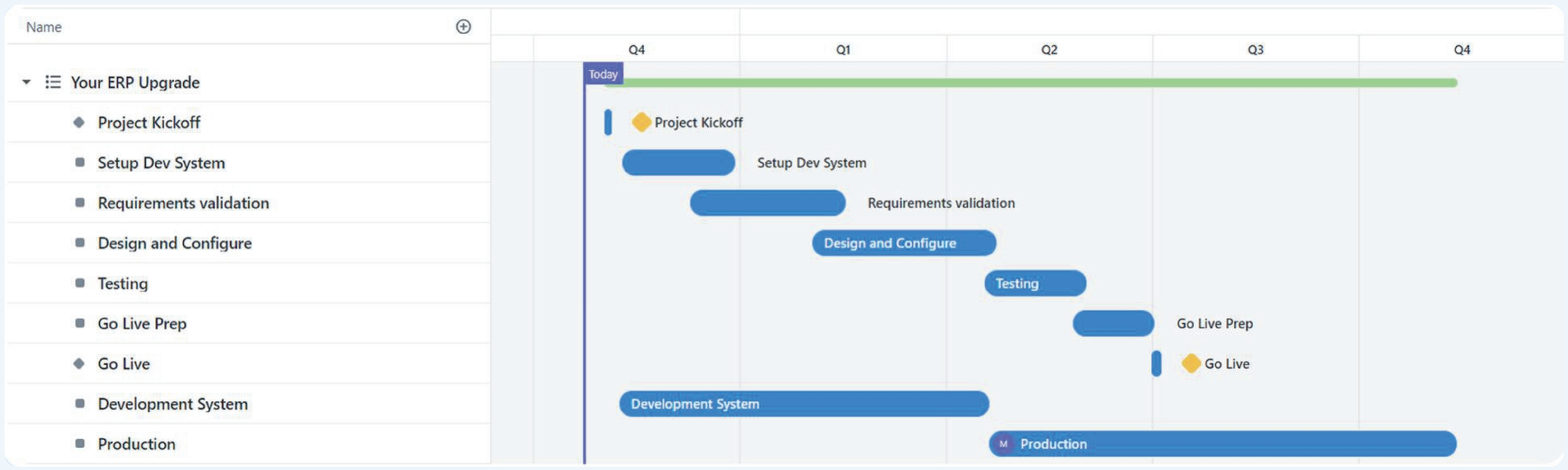
Proposal & Project Blueprint

Clear scope, timeline, licensing and implementation plan

Implementation & Onboarding

Structured onboarding with proactive check-ins

Implementation





Hand-picked implementation partners

We work exclusively with a proven, hand-picked network of implementation partners, each verified to successfully deliver Wiise across a variety of industries.

Elite partners

momentum SOFTWARE SOLUTIONS — Take your business to the next level

Solutions+

stratus — smart software solutions

iCatalyst

KPMG

Premium partners

businesshub

DATACOM

velrada

CoreBiz

IBT

the peg — PRACTICAL ENTERPRISE GROUP

GLASS WALL LAB

Dynamic Aspect — Business Innovation

thyme

illuminance Solutions

endeavour

BCPrise

metisc

Focus Dynamics GROUP

ADITA TECHNOLOGIES

biz MAX US

EXIGOTECH — TECHNOLOGY MADE SIMPLE

ADMIN ARMY

SMART APP BUSINESS SOLUTIONS

ADEPT TECHNOLOGY

smoothworks

CloudFactory.co

erpwerx Prism Solutions

ECLEVA — INNOVATIVE IDEAS DELIVERED SIMPLY

wiise

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Email hello@wiise.com or visit wiise.com

