

Case Study

Client St John Ambulance Tasmania | **Software** MYOB Acumatica, Ocerra, Salesforce, 1Retail, Opmetrix | **Industry** Health and Community Sector



Software Implemented



Introduction

St John Ambulance Tasmania is a longstanding, community-focused organisation committed to improving safety and wellbeing across the state. Through a mix of training, health services, and community care programs, they deliver essential support to individuals, businesses, and public events. Their operations span first aid training, workplace compliance, retail, and non-emergency patient transport, all delivered by a dedicated network of staff and volunteers. With physical locations across Hobart, Launceston, Devonport, and Burnie—as well as mobile units on the road—they provide accessible, high quality services to Tasmanians statewide. Their focus on continual improvement and innovation drives them to adopt technology that supports more efficient service delivery and long term community impact.

Business Challenges

As a multifaceted organisation, St John faced challenges managing disparate systems across retail, training, warehousing, and financial operations. Key issues included:

- Disconnected systems for training, retail, and accounts payable
- Manual and inefficient warehouse and stock management processes
- Limited visibility into real-time financials and reporting
- Difficulty scaling due to lack of standardised processes and tiered pricing flexibility

St John Ambulance partnered with Stratus Consulting Group to support MYOB Acumatica (Advanced) as a centralised ERP platform. This included:

Our Solution

- **Salesforce Integration for Training Courses**

Integration of Salesforce with MYOB Acumatica (Advanced) enables seamless management of first aid training courses, from scheduling to invoicing, improving customer service and internal coordination.

- **Ocerra Integration**

For Accounts Payable, automation of invoice capture, approval, and processing through Ocerra significantly streamlined AP workflows. (See also: [St John Ambulance Tasmania - Ocerra Case Study](#))

- **1Retail POS Integration Across 4 Shops**

Unified retail operations across four first aid shops using 1Retail, allowing real-time inventory and sales data sync with MYOB Acumatica (Advanced).

- **Mobile Shops with Opmatrix**

Implementation of Opmatrix for eight mobile vans servicing businesses statewide. These vans act as mobile shops, restocking first aid supplies and servicing customer equipment on site, improving customer reach and satisfaction.

- **Warehouse Optimisation**

- Use of barcode scanning and pick lists
- Minimum stock levels and warehouse-specific replenishment strategies
- Use of purchase orders (POs) to automate reordering

- **Customer Price Classes & Tiered Pricing**

Replaced manual discounting with structured customer price classes, supporting tiered pricing and simplifying pricing management.

Our Solution

- **Reporting & Insights**

MYOB Acumatica (Advanced) is now the primary source of reporting, enhanced through custom reports tailored to support finance and operational teams.

- **Payroll Outsourcing**

Continued use of outsourced payroll integrated with MYOB Acumatica (Advanced), ensuring compliance and payroll efficiency.

- **Focus on Best Practice**

Stratus helped reinforce a best practice-first approach, reducing reliance on customisations and focusing on training users across all departments. This approach was particularly beneficial in standardising warehouse processes and improving system adoption.

- **Driving Change & Adoption**

Bringing people on the journey of change was key to the success of this project. Stratus provided targeted training, change management support, and continuous process review to help teams adapt and embrace the new systems. Clear communication and leadership engagement helped shift the culture toward continuous improvement.



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Stratus played a critical role in:

Stratus's Role

- Guiding process optimisation across departments
- Supporting data migration and integration projects
- Reinforcing standardisation across sites
- Delivering system training aligned to best practice
- Providing ongoing support and advice on future process improvements

Next Steps

St John Ambulance is now positioned to evolve their ERP usage further, with planned next steps including:

- Full rollout of barcode scanning across all warehouses
- Expanding mobile van functionality and scheduling tools
- Exploring advanced inventory forecasting and reporting enhancements
- Continuing to reinforce best practice through regular system training and review