



# Going Digital in the Age of Information : A Case Study

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Industrie 4.0 is rapidly evolving yet many Malaysian SMEs are still indecisive with technology adoption. One of the main reasons might be the uncertainty of the benefits SME will reap from technology's adoption.

Based on the triad of previous articles on *Industrie 4.0: Industrie 4.0: The Lean Way, Stairway to 4.0: The SMEs Tale and Workforce Realignment: Same Book, Different Page*; the benefits of technology adoption to SMEs and the steps towards the adoption have been laid out.

Several examples of available software and application that can be downloaded and used to ease SMEs in their daily operation have also been proposed for consideration. To further illustrate the impact technology adoption has on SMEs; this article will present one success story of an SME based in Miri, Sarawak on their experience adopting digital accounting software in the organisation.

Rosfaniaga Services Sdn Bhd (RSSB) is one of the SMEs that was involved with Lean project organised by MPC. Through this project, RSSB was introduced to an accounting software, Wave, to ease the accounting practice in the business.

To better illustrate the experience of using this software, Mrs Mariani from RSSB was interviewed on her first-hand experience with Wave.

Mrs Mariani was RSSB's staff responsible for administrative tasks as well as bookkeeping in the business. She has zero experience or certification in accounting and all tasks related to accounting was left to a part-time freelance staff hired by RSSB.

The freelance staff only came twice in a week for documentation and only that staff has permission to access the accounting system. Mrs Mariani herself can only view the billing system, so, if there is a need for monthly reporting, RSSB will need to wait around a week or so for the reporting. When the freelance staff resigned, RSSB pays an accounting firm to manage the account. The cost of hiring such a firm, of course, is not cheap.

According to Mrs Mariani, a lot of changes that benefitted RSSB can be felt from adopting Wave software in the business especially in billing. The most rewarding experience for Mrs Mariani herself is on how the software eased her previous task in bookkeeping besides allowing her to focus on accounting task that she could not manage before.

According to her, the system used previously in managing the account at RSSB was tedious and complicated. None of RSSB's full-time staff including the management knows how to manage account using the system. Once Wave is introduced, Mrs Mariani came to a realisation that managing an account is not as dreadful as it sounds.

There were certainly some hiccups in the first few weeks of using the software since Mrs Mariani is not a professional accountant and is unfamiliar with some accounting terms. However, over time, she adapted to the system and is optimistic that new staff can also easily learn the ropes.

Mrs Mariani when interviewed said that Wave is simple and time-saving. Before adopting the software, invoices need to be print out and directly send to the customer. Now, she can leave that task to Wave itself for there is an option in the software that automatically sends the invoice to client's e-mail directly.

This means that RSSB saves in office supplies expenses since there is no longer a need to print the invoice. This not only works for invoices; receipts and reports can also be easily produced with Wave. Transaction and expenses can be captured anytime anywhere while report can be easily produced and reviewed for management consideration.

RSSB does not need to wait for another week to view report. Order made out of office hour can also be easily captured and product with the necessary documents can be easily delivered to customer on the next first work day.

Needless to say, RSSB also saves a lot from the software adoption as Wave is a free application thus freeing RSSB from accountant fees. The accounting task could also be assigned to any staff, though for the time being; only Mrs Mariani and RSSB's management were given the authorisation to edit or view information in Wave.



“For me, accounting is a complicated subject. But, once I learn about Wave, I realise I can actually do accounting without prior experience in the field. It does not mean that accounting is an easy feat for a non-accountant but the steps in Wave can be easily followed and the Wave community is pretty helpful in the learning process”.

**Mariani binti Rosily,  
Admin and Account Executive,  
Rosfaniaga Services Sdn Bhd.**



Besides that, Mrs Mariani also stated information in Wave can be edited effortlessly without needing to provide certain document unlike the system previously used in the organisation.

“The merge of the old accounting into the new system is easy. Afterwards, if we want to hire staff, it is easy to instruct them on how to use the application. Wave can also be easily edited so if there's any wrong information being keyed-in in the system, staff can simply alter the information and Wave will automatically update any changes that occurred. Previously, if there's any information wrongly put in the system, the staff will need to prepare necessary documents to change the information which might take a long time to be approved” said Mrs Mariani.

Mrs Mariani encouraged other SMEs owner to also adopt this software in their organisation. She says that high IT skills or knowledge in accounting is not a must to use Wave. Only a little bit of knowledge on how to open up the internet browser and some technical knowledge of accounting is sufficient.

Since the terms in accounting are universal and can be easily understood, language is not a huge barrier in using the application. However, knowing a little bit of English language will be an advantage for most users in the Wave community mainly used the English language to communicate with each other. So, if there is an issue with the software, it is better to use the English language to ask for solutions in the Wave community.

Since Wave application is universal, Mrs Mariani assured that any industry or business can use Wave. She said that during the registration process, Wave will align the setting for accounting based on the business needs. At the end of the interview, Mrs Mariani again urged SME to grab the opportunity laid in front of them for according to her opportunity knocks but once.