# How Tower Systems POS software is better than MYOB Retail Manager

By Mark Fletcher, CEO, Tower Systems

*Choosing the right retail management software is a difficult decision. MYOB is one package we find ourselves replacing and based on feedback from the retailers who switch to Tower Systems we felt it would be useful to create a document listing our view on where we see our software as better than MYOB.*

MYOB is well established as a good small business management software package.

Some years ago it entered the retail space through providing MYOB Retail Manager. Here are reasons we consider our Tower Systems retail management software to be more suitable for many retailers than MYOB:

1. MYOB is foreign owned, purchased by Manhattan Software in January 2009.

2. MYOB will not answer a support question unless you have a support agreement. Tower Systems will provide initial help on any question without a cost – to at least point you in the right direction.

3. MYOB does not offer 24/7 support. Retailers work long hours and need to know that they can access software support when they need it – including in the middle of the night.

4. MYOB does not provide support for old versions of its software. Their website announces this and while they provide reasoning, it does not help retailers who are happy with what they have.

5. MYOB charges extra for services like data recovery. Other companies, including Tower Systems, provide this as part of their service.

6. MYOB considers premium (urgent) service to be in 24 hours. Retail users cannot be without their systems for 24 hours. Premium service in one or two hours, not 24.

7. MYOB does not offer a software solution tailored to gift shops, jewellers, newsagents or bike retailers – the four specialist markets in which we operate. By

tailored, I mean solutions which are developed as a result of on-going consultation with retailers and suppliers active in each product category.

8.  It's a challenge to deal with MYOB direct if you are purchasing software. While the company will sell direct, it does not offer retailers pre-sales support. Having to deal through resellers removes a retailer from the source and makes another party responsible for the sale.

9.  Having the MYOB software customised to your needs is a considerable challenge with MYOB. Many retailers like to know that their ideas will be listened to. With so many layers to the MYOB relationship and the generic nature of their software, it would be a challenge for a gift shop owner or some other specialist retailer to get their needs addressed.

10. MYOB does not interface with specialist gift shop suppliers. There are several gift shop suppliers now who provide information electronically which helps gift shop owners transact.

11. MYOB does not interface with specialist jeweller suppliers.

12. MYOB does not satisfy newsagent industry standard requirements.

Tower Systems offers flexible easy to use retail management software to jewellers, gift retailers, bike retailers and newsagents. Support coverage is 24/7. Our software has been extensively tailored to each channel. We interface with and support channel specific suppliers. We also offer tailoring services which are business specific.

While we are biased in the opinions published here, we are happy for our software to be compared function for function against MYOB Retail Manager.

---

**About Tower Systems – a 100% Australian owned software company**
Tower Systems serves in excess of 2,000 small business retailers in Australia, New Zealand, FIJI and several Asian countries. Tower Systems has offices in Melbourne, Sydney, Brisbane, Perth and Auckland. Tower Systems is a proud supporter of the Smith Family, the Lighthouse Foundation, and the Choir of Hard Knocks.

---