



## Case Study

# More productive thanks to Internet software



The Internet-capable ERP solution from myfactory has a modular design.

Welotec has specialised in the production of special laser and ultrasonic sensors and components for automatic radio transmission of data from machine to machine. The company is based in Laer in the Münster region.

Until recently, this medium-sized company controlled its business management procedures and business processes using a historically developed, heterogeneous collection of applications, consisting of three partly incompatible applications: Genesis for address and sales administration, Sage for invoicing processes and the e-mail programme Outlook. Media failures, interface problems and duplicated work were regular problems.

With every software update and upgrade, these interface problems were exacerbated even further by the associated laborious and costly adaptation of all applications to the new programme versions of the other applications. This old "software zoo" neither corresponded to the high-technology products with which Welotec deals, nor was it flexible enough for the rapidly changing business processes of the dynamic data radio market. The need for conversion to a uniform software solution became increasingly urgent.

### FIT FOR COMING TASKS

"The new business software should above all be fit for future tasks, which means being flexibly scalable for internal and external growth processes", explains Welotec Managing Director Reinhard Lülff. Other criteria were however equally important for him:

- The solution would have to run "on demand" over the Internet without installations on local computers, and place minimal requirements on upgrades and updates, so that the time and personnel requirement for ongoing operation and the continual updating or modification of hardware and software, including the company network, could be kept to the minimum.
- External employees who do not work at the head offices, together with certain external business partners, would have to have round-the-clock, easy, role-based access to the system with different access rights from any Internet connection.
- The software would have to be a multi-functional overall solution which would be able to control and co-ordinate all Welotec business processes – from the production processes to the initial customer contact, ordering, delivery, warehouse administration, financial accounting and on to all sales and marketing activities including the correspondence with all processes.

The solution would also have to include an integrated web-shop module, or be able to be extended as easily as possible by such a component.

No software solution of the major IT providers was able to fulfil the requirements with regard to functionality and flexibility – not even the products of the leading software companies with their products for small and medium-sized companies or large companies. The selection process excluded all but one small provider: my factory Software GmbH with the complete solution of Myfactory Business World.

"This software is the only one on the market which is so flexible and highly developed in terms of our high requirements. A few of the tools necessary for our requirements were not quite ready, although continual and automatically updated improvements have shown that the software has a unique position on the market", says Managing Director Lülff in explaining his decision in favour of the completely integrated company software.

### SMOOTH CONVERSION

The implementation took place smoothly in the background, and the actual conversion to the new system took only one weekend – including the transfer of all data from nine business years, which had been saved in different formats in two old applications. The application was then fully functional immediately.

Now 12 employees at the Welotec head offices work with the solution, and eight independent sales representatives are also connected to the system. A further six external users working for production and service partners will also soon be connected.

Lülff is very satisfied with the consultation and implementation of the software

### Software as a Service (SaaS)

Behind the term "Software as a Service" (SaaS) is quite a simple idea: Software no longer has to be purchased and installed on the computers within a company. The programmes now run on the server of a service-provider, who in turn makes them available to a company over the Internet. Although this may perhaps sound strange, all users who surf the Internet follow the same principle, because when they click on a website, this appears on the user's screen via the browser, although the site itself is provided by a web server, which can be anywhere in the world. Source: Microsoft



# seiwert

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solution by the Frankfurt IT consultancy company Seiwert: "For us as a customer, the qualified customer consultation and training by the firm of Seiwert was at least equally important as the right selection and installation of the IT solution."

### THE RIGHT CHOICE

The deliberate decision in favour of the on-demand solution over the Internet also proved to be the right one. Here "Software as a Service" (SaaS) was implemented as a contemporary alternative to the installation and continual maintenance on the company's local computers: "Our reservations with regard to the speed of online access to a server located in an external computer centre in particular have been completely removed. The new system is significantly faster than the previous solutions which ran on our own internal network", explains the Welotec Managing Director. The initial reservations and acceptance problems of employees who in some cases had worked for eight years with the old applications have been replaced by complete satisfaction. Lülff's preliminary conclusions are equally positive: "While the annual operating expenses for new software per user have been reduced by approximately half in comparison with our old applications, I estimate the cost savings in the personnel area at around 25%, since every employee can now work more efficiently at a programme level, without having to switch continually between different applications with different menu structures."

### THE PRODUCT

myfactory Business World is a business software programme of the very latest generation on the basis of the Internet-based .NET software architecture from Microsoft. The integrated, location-wide and multi-lingual software solution was developed for medium-sized companies with a size ranging from 100 to 199 employees, although it is also suitable for smaller users. The solution offers medium-sized companies many new facilities for networking and controlling business processes above and beyond the previous company limits. The business software is not dedicated to any particular sector, and can be easily adapted to the specific requirements of a company.



Dr. Reinhard Lülff is convinced by the software.

### THE PROJECT

**Task:** Replacement of old applications with a high-performance, Internet-based and integrated company software

**Solution:** myfactory Business World as an "On-demand" solution

**System requirements:** None, except for the fastest possible DSL connection for the company head offices. Ideally a 16-Megabit line with a one-Megabit upload for optimum system performance.

**Service-provider:** IT consulting company Seiwert GmbH, Frankfurt ([www.seiwert.info](http://www.seiwert.info))

**Implementation time:** The conversion itself took only one weekend. The system was then fully functional immediately.

**Costs:** Euro 35,000 for 10 individual workplace licences, including large service package

**Planned training requirement:** Four to eight days

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