

EUROWAGON, s.r.o. is a modern company operating in the mobile trailer market. Over the years, Eurowagon has become a leading **manufacturer of quality mobile trailers** with a variety of applications.



Situation

In cooperation with the Danish parent company Eurowagon.dk, the products gained high utility value and have become an integral part of the mobile trailer markets practically all over the world.

Due to the increasing demand for quality products, the production capacity has been expanded. The extension of the production hall increased the production area by 50% and at the same time it was possible to extend a team of qualified co-workers.



Default status

There was no comprehensive information system in the company, all the agenda was conducted in MS applications (Word, Excel, ...).



Implementation goals

Ensure:

- continuous production and order planning,
- keeping records of employees and tracking the actual time of operations,
- linking with the parent company and submitting prescribed reports.



myGEM solution

The myGEM system was implemented to manage implementation processes in a company with great emphasis on the complexity of the solution, the task being to ensure a smooth running of the order from the initial calculation to the expedition. There were implemented transfers from CAD, terminals that enable barcode monitoring and scales were linked to the myGEM system. Special mini application has been created for order planning and processing.

The following modules are used:

- Bookkeeping, Property, Logistics – Sales, Logistics – Purchasing, Technical preparation of the production, Records of the production, Records of the output control and disagreements, Mobile terminals, Attendance – by Biometric fingerprint readers, Production process monitoring and visualization.





Schedule of work

Diagnosis of processes requirements, solution design, implementation and training, processing the procedures for individual processes (duration of 8 months).



Number of users

Approximately 30 active users: traders, designers, technologists, production managers, production records, expeditions, attendance records.



Benefits

- covering all implementation processes with a complex system
- quick proposal for ordering the required material
- tool for significantly expanding processes, especially in the production area
- high reliability of deliveries
- support for the latest technologies
- property protection of the company by an integrated solution



„... thanks to myGEM we are able to calculate our final product within a few moments. The system is modified and continues to be developed according to the requirements of our company..“

Karel Šikula, CEO



Zelinger plast s.r.o. specializes in the manufacture of precision and demanding plastic moldings by thermoplastics injection. It is one of the world's largest manufacturers of plastic furniture components.



Situation

The main production program is the production of small plastic moldings with high precision. The company also manufactures door and window handles, home and bathroom accessories and dental impression tongs as well. Many of the products come from their own development. Long-term cooperation with demanding partners like IKEA, REWE, LUX, REV etc. is a guarantee of satisfaction for future customers.



Default status

Before deploying the new myGEM information system, all customer processes were not covered in the organization. The emphasis is on ensuring coverage of orders in the early deadline. There was a need to improve records of output control.



Implementation goals

- Ensure accurate delivery – meeting the delivery deadline, volume and quality of delivery, prescribed marking, ...
- Prevent any complaint – transnational customers require precision in all areas



myGEM solution

The myGEM system has been implemented to manage implementation processes in a company with great emphasis on output control. Mobile terminals have been implemented to allow most of the production to move through barcodes (e.g. pairing shipping labels with pallets, on-line printing labels on the packaging). Mini application for working with online printing on individual packages was processed. Simplified application to mobile terminals was also processed.

The following modules are used:
Logistics – Sales, Logistics – Purchasing, Technical preparation of the production, Records of the production, Records of the output control and disagreements, Mobile Terminals Utilization, attendance, Production process monitoring, Maintenance and diagnostics of machines, Electronic Communication, Parameterisable communication module, Company status.





Schedule of work

Diagnosis of processes requirements, solution design, implementation and training, processing the procedures for individual processes (duration of 8 months).



Number of users

Approximately 20 active users: traders, designers, technicians, production manager, production records, control, expedition staff.



Benefits

- covering all implementation processes with a complex system
- tool for significantly expanding processes, especially in the production area
- high reliability of deliveries
- support for the latest technologies and trends
- property protection of the company by an integrated solution



“... with GEMCO, s.r.o. we have been cooperating for several years. The company supplies us with the myGEM information system, thanks to which we have an overview of orders, production, dispatch and inspection. Thanks to modernization of the operation where screens and tablets are placed, paperless production is now being introduced. Production monitoring is ensured by online data collection directly from machines. We have control over the production process and the efficiency of both equipment and workers can be evaluated by networking the presses. With this upgrade it is possible to respond in a timely manner to production problems and to avoid supply failures or delays. Last but not least, thanks to this IS to reduce the number of complaints. This increased the quality of deliveries and customer satisfaction. Communication with GEMCO representatives is absolutely trouble-free, responding promptly and reliably to our requirements ...”

Ing. Miroslav Prokop, information system administrator



CASE STUDY



The main business purpose of **REKUPER SYCHROV, s.r.o.** is a production and business activity that promotes and misleads environmentally friendly and energy-conscious products and equipment. Gradually, the company profiled in three core areas of activity. **Basic and supporting activity is the production, including projection and assembly, of ventilation units with heat recovery intended primarily for hall buildings.**



Situation

Other manufacturing field is metal processing (CNC processing of metal sheet by punching, crimping and laser cutting), mainly by subcontracting for other companies. The newly evolving field of activity is production, design of technical solutions and assembly, devices for regulation of wastewater flow, especially float regulators, which are made of stainless steels.



Default status

There was no comprehensive information system in the company, all the agenda was conducted in MS applications (Word, Excel, ...).



Implementation goals

- Make production more transparent, work records in the workshop as well as the work of designers (CNC programmers) by using wage tickets (payrolls).
- Refine output control by using mobile barcode readers.
- Dramatically shorten the execution of simple orders including print delivery notes.



myGEM solution

The myGEM system has been implemented to manage the implementation processes in the company. For output control, mobile barcode readers were implemented to ensure faster and more accurate records without the need of large product manipulation.

The following modules are used: Logistics – Sales, Records of the Production, Book-keeping and Property. Mobile Terminals for the output control and All-In-One solution with the barcode reader for work records were implemented.





Schedule of work

Diagnosis of processes requirements, solution design, implementation and training, processing the procedures for individual processes (duration of 4 months).



Number of users

Approximately 20 active users: traders, CNC programmers, production managers, production records, expedition staff, accountants.



Benefits

- covering all implementation processes with a complex system
- accelerating the processing of accounting operations
- improving the quality of the data base
- increasing work efficiency in the production
- improving support of customers in the area of sales and service
- high operational reliability and security of stored data
- property protection of the company by an integrated solution



„... the myGEM information system fully meets the needs of our company. It is a comprehensive solution for our entire business – from order placement, through production management to invoicing and accounting. It is tailored precisely to the conditions of our company, which are very specific. An integral part is also support and good communication with the supplier’s staff to address any problems and requirements that arise from the production process or bookkeeping...”

Marcela Mohelská, economist



CASE STUDY

The company **TECMOS spol. s r.o.** deals with technical calculations in mechanical engineering **with emphasis on strength calculations in aviation.**



Situation

It provides static linear and nonlinear analysis by finite element method. It offers documentation of calculations and creation of technical reports. It also focuses on calculations in the area of defense and special techniques.



Default status

Prior to a new information system myGEM was implemented, there was no comprehensive information system in the company that would cover all customer processes in the organization.



Implementation goals

- Ensure the monitoring and control of individual projects with the remote connection of external users.
- Cover the documentation required to monitor the parameters and risks for ISO 9100 certification.



TECMOS



myGEM solution

The myGEM system has been implemented to manage the implementation processes in the company.

The following modules are used:
CRM and Projects and tasks management.





Schedule of work

Diagnosis of processes requirements, solution design, implementation and training, processing the procedures for individual processes (duration of 2 months).



Number of users

Approximately 10 active users: computing engineers, top management.



Benefits

- clear tracking and management of a large number of orders
- simplification of reporting and monitoring of the development work carried out
- tool to meet ISO 9100 requirements



„...a module „Projects and Tasks Management“ of the myGEM system is actively used in monitoring and managing a large number of contracts for the development of aviation technology and general and transport engineering. The system has enabled us to significantly simplify reporting and monitoring of development work, whether for our internal needs or for informing our customers. An important plus there is also the responsiveness and readiness of the supplier's response to our requirements of adjusting and fine-tuning the system. The good experience so far and the possibilities of other modules have led to the decision to use myGEM as the main information system in line with our ISO 9100 certification...“

Dipl. Ing. Dušan Moštěk, CEO



The company **DFK Cab, s.r.o.** is a young, dynamically developing company with a friendly approach to customers. **It deals with production of trucks for forklifts.** The product portfolio has been expanded by the rapidly evolving cabin sector to UTV offroad vehicles.



Situation

At present, it manufactures all-metal safety cabins, polycarbonate cabins and PVC cabins for most of the forklift trucks and UTV vehicles, both for standard carts and atypical designs.

The company has quality management system according to ISO 9001 and has CE certificates for all its products.



Default status

There was no comprehensive information system in the company, all the agenda was conducted in MS applications (Word, Excel, ...), and the Pohoda information system was used for accounting.



Implementation goals

- Cover all customer processes in the company with an emphasis on warehouse management.
- Possibility of gradual expansion of the information system according to current company requirements.
- Identify and record actual times of operations to achieve the smallest deviations between planned and actual value.
- Ensure accurate deliveries to the supplier (meeting the delivery date, volume and quality of delivery, ...) according to schedule to avoid fines from customers for failure to comply with conditions.



myGEM solution

The myGEM system has been implemented to manage the implementation processes in the company. Interconnection with the external information system SOLIDWORKS was provided for the import of BOMs and the storage of the necessary documents for the BOMs. In addition, mobile terminals have been implemented using barcodes to ensure warehouse management evidence and faster and more accurate expeditions. Thanks to employee time tracking for individual operations, production management and planning has improved. Special requirements such as bulk functions for speeding up work are completed (in one step, multiple functions are performed). An easy orders evaluation is done through sales reports and other clear analyzes.

The following modules are used:
Logistics – Sales, Logistics – Purchase, Technical Preparation of the Production, Production Planning and Management, Records of the Production, Mobile Terminals, Paperless production (valid drawings electronically at the workplace, logging out operations, ...)





Schedule of work

Diagnosis of processes requirements, solution design, implementation and training, processing the procedures for individual processes (duration of 6 months).



Number of users

Approximately 30 active users: traders, designers, technologists, production managers, production records, expeditions, invoicing, accountants.



Benefits

- covering all implementation processes with a complex system
- improving the quality of the data base as a basis for more detailed planning
- tool for significantly expanding processes, especially in the production area
- refinement of production and expedition using controls
- finishing specific company requirements into the information system



„...I would appreciate our cooperation as follows. Rating 1-5, where 1 means very satisfied, 5 means not satisfied.

<i>Satisfaction with the cost of the work</i>	<i>2</i>
<i>What is the communication with the supplier</i>	<i>1</i>
<i>Quality of delivered products</i>	<i>2</i>
<i>Satisfaction with problem solving</i>	<i>1</i>
<i>Ability and willingness to solve disagreements</i>	<i>1</i>
<i>Terms of delivery and their fulfillment</i>	<i>3</i>
<i>Overall, we are satisfied with GEMCO's services ...“</i>	

Michal Burda, Technical Director



CASE STUDY



AGADOS, spol. s r.o. is currently **one of the largest European trailer manufacturers** in the O1 and O2 category (total trailer weight up to 750 kg and up to 3 500 kg) and the leading manufacturer in the Czech Republic and Slovakia.



Situation

The company has introduced a quality management system in accordance with EN ISO 9001:2008 for the scope of „Trailer Design, Production and Service“. According to the company's slogan „...with AGADOS trailers into the future...“ the company strategy is to satisfy as many customers as possible and therefore they can choose trailers from the wide range of the manufactured braked and unbraked types of various use, dimensions, used material and accessories. The company priority is to manufacture trailers that would serve to customers for long time and therefore AGADOS and its dealers guarantee complete service and sales of spare parts, also for the older types of trailers.



Default status

Before deploying the new myGEM information system, all customer processes in the organization were not covered and there was no linking of the information system to the subsidiary Agados SK.



Implementation goals

Ensure:

- transparent management of all different implementation processes, i.e. sales, production and development of trailers, repairs and complete service including loading, and their integration with economic modules and controlling,
- linking with the web portal primarily for business, ordering spare parts and providing service,
- increasing labor productivity in implementation processes.



myGEM solution

The myGEM system has been implemented to manage the implementation processes in the company, including the web portal.

The following modules are used:

Logistics Sales, Complaint Management, Service, Load, Logistics Purchase, Technical Preparation of the Production, Production Planning and Management, Records of the Production, Mobile Terminals, and PKM Module, which provides communication with accounting and controlling. Implementation and connection with Agados SK (Modra) was also carried out.





Schedule of work

Diagnosis of processes requirements, solution design, implementation and training, processing the procedures for individual processes (duration of 6 months).



Number of users

Approximately 100 active users: traders, designers, technologists, production managers, production records, expedition staff, invoicing, ...



Benefits

- covering all implementation processes with a complex system
- development of special applications – Quick Product Configurator, Load, COC Sheets, and Technical Cards
- tool for significantly expanding processes, especially in the production area
- quick training of new users according to established procedures
- quick training of new users according to established procedures
- high operational reliability and security of stored data
- support for the latest technologies and trends
- property protection of the company by an integrated solution



„... the information system covers the requirements of our customer processes, including special functions such as the elaboration of COC sheets and technical cards. For the needs of the business is solved the connection to the web portal which ensures the sale of products and spare parts ...“

Ing. Petr Ostrý, CEO

„...I am very positive about the cooperation with GEMCO:

- we appreciate the flexibility with which they are handled our „acute“ user problems,
- the positive approach to our individual requirements and constantly developing and improving the IS to simplify user work,
- developing and expanding the information system in connection with the expansion of our processes (e.g. development of the printing of Technical Cards and their connection with the Ministry of Transport)...“

Jana Cerkalová, Sales Department





CEMLOG-Cement-Logistika k.s.

is a transport and forwarding company that operates in the field of logistics and transport of bulk materials (cements, limestone, fly ash, siliceous sands, plaster mixtures ...) using new modern technology.



Situation

The company provides „Just-In-Time“ transport as well as material delivery service 24 hours a day, including individual transport, to a high-capacity unloading site. Thanks to many years of experience, the company is a reliable and competent partner for its customers.



Default status

Before deploying the new myGEM information system, all customer processes in the organization were not covered.



Implementation goals

Ensure:

- transparent management of the implementation process, i.e. transport, and integration with economic modules,
- control of toll and other costs,
- increasing labor productivity and quality by introducing an information system in the process.



myGEM solution

The myGEM system has been implemented for records of the transport process in the company.

The following modules are used:

Transport and Invoicing, including export files for implementation in economic modules.





Schedule of work

Diagnosis of processes requirements, solution design, implementation and training, processing the procedures for individual processes (duration of 4 months).



Number of users

Approximately 4 active users: traders, process records, expedition staff, invoicing, accountant.



Benefits

- covering the implementation process with a complex system
- improving the quality of the data base as a basis for more detailed records
- flexible tool for further process extension
- quick training of new users according to established procedures
- improving customer support



MESIT asd, s.r.o. is a company that develops and **manufactures highly reliable products for major government institutions** such as the military and the police, as well as for business organizations in the aviation industry and services.



Situation

Nowadays MESIT asd offers a complete range of premium products for voice and data communication, GPS satellite navigation, precise time and frequency generators and specialized electronics for the aerospace industry. DICOM products are developed by their own development department and in collaboration with leading world-class companies. DICOM products are characterized by high quality, reliability and durability, and are successfully used in more than 20 countries around the world. MESIT asd's main strengths include a thorough knowledge of systems that enables them to offer a complete range of products and services for demanding customers.



Default status

Before deploying the new myGEM information system, all customer processes were not covered in the organization.



Implementation goals

Ensure:

- transparent management of all the various implementation processes, i.e. production and development of top products for voice and data communications, GPS satellite navigation, time and frequency generators and specialized electronics for the aerospace industry,
- integration with economic modules and reporting for the parent holding,
- interconnection of service of a finished products and applying a workflow for critical locations in processes,
- increasing labor productivity, database quality and monitoring with the use of bar code in implementation processes.

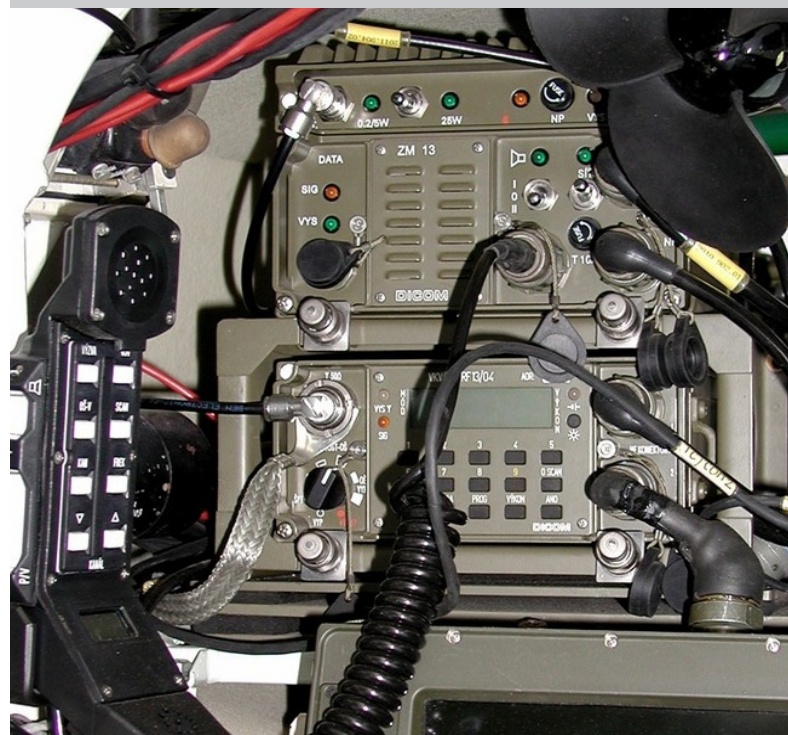


myGEM solution

The myGEM system has been implemented to manage the implementation processes in the company.

The following modules are used:

CRM, Logistics – Sales, Logistics – Purchasing, Technical preparation of the production (including change service), Production planning and management, Records of the production, Bookkeeping and Property.





Schedule of work

Diagnosis of processes requirements, solution design, implementation and training, processing the procedures for individual processes (duration of 6 months).



Number of users

Approximately 50 active users: development staff, designers, technicians, traders, warehousemen, production manager, production records, quality control staff, invoicing, accountant.



Benefits

- covering all implementation processes with a complex system
- improving the quality of the data base as the basis for more detailed planning
- tool for significantly expanding processes, especially in the production area
- quick training of new users according to established procedures
- improving customer support for sales and service
- high operational reliability and security of stored data
- supporting the latest technologies and trends
- property protection of the company by an integrated solution



„... the most important criterion for the selection of the system was the high functionality in the development and manufacture of special electronics together with the demonstrable capabilities of the supplier company to successfully implement the system and provide after-sales service ...“

Ing. Jiří Krča, External Collaborator



Tool production of the company **CHAS - MT s.r.o.** was gradually specialized in **the production of molds for injection molding and pressure casting of resins.** Its specialties are molds for very precise technical moldings.



Situation

The company also produces production preparations for serial production, piece and small-series production of precision parts according to the supplied documentation and performs custom machining on CNC and classical machines.

The company has implemented and regularly audited the quality management system according to ISO 9001 standards.



Default status

Prior to a new information system myGEM was implemented, customer processes in the organization were not covered.



Implementation goals

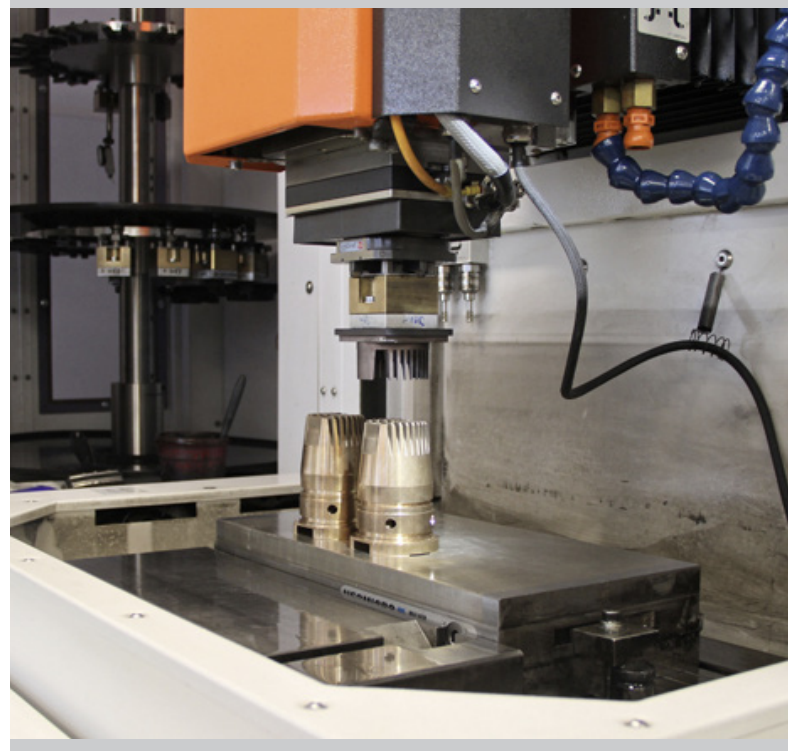
The basic requirement for the implementation of the new enterprise information system was to improve the monitoring of implementation processes in the production of tools.



myGEM solution

The myGEM system has been implemented to manage the implementation processes in the company.

The following modules are used:
CRM, Logistics – Sales, Logistics – Purchase, Technical Preparation of the Production (including change service), Production Planning and Management, Records of the Production, Bookkeeping and Property.





Schedule of work

Diagnosis of processes requirements, solution design, implementation and training (duration of 6 months).



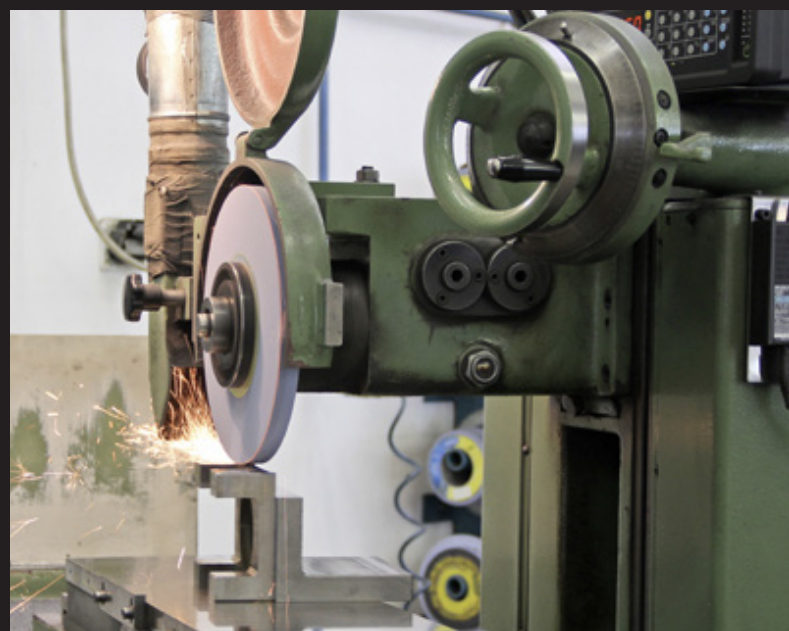
Number of users

Approximately 15 active users: traders, designers, technologists, expedition staff, invoicing, accountants.



Benefits

- system change management and flexible responses to changing customer requirements
- system solution of internal communication with using information system objects
- improved monitoring of the implementation of specific orders and products
- quantitative benefits (shortening order progress, increasing productivity, ...)



KOVOVÝROBA HOFFMANN, s.r.o. is a purely Czech family company with a strong tradition. Its specialization is in the **production of car body parts and the production of press-forming – die-forming tools for the automotive industry.** It focuses mainly on prototype production. They are able to design and construct the press-forming – die-forming tools so that the final part matches the required tolerances.



Situation

They are able to produce the pressing tools that make up the sheets, up to the size of the entire side of the passenger car. Individual bodywork metal parts can then be precisely assembled into subassemblies and assemblies. Everything they produce, they can measure with high precision.

The company is aware of the ever-increasing requirements to ensure the quality of products and services, as well as the needs of environmental protection. The company holds a quality management and environmental management certificate.



Default status

Before installing the new myGEM information system, the system was not connected to the PDM SmarTeam and CATIA systems. Old system did not allow flexibility to manage changes according to additional customer requirements and monitor their progress.



Implementation goals

The basic requirement for implementing the new enterprise information system was to connect with SmarTeam and CATIA systems.



myGEM solution

The myGEM system, which is connected to the SmarTeam system and the 3D design system CATIA, has been implemented to control production activities. The aim of this solution is to accelerate the pre-production stages and to ensure faultless solutions of changes in product realization. Additionally, special mini applications were developed to control the communication between trade and production of sheet metal parts, a link to the KARDEX Remstar storage system, monitoring and production visualization.

The following modules are used:

Logistics – Sales, Logistics – Purchasing, Technical preparation of the production, Production planning and management, Records of the production. Modules are integrated, processing is in online mode.





Schedule of work

Diagnosis of processes requirements, solution design, implementation and training, processing the procedures for individual processes (duration of 12 months).



Number of users

Approximately 30 active users: traders, designers, technologists, production managers, workers in expedition, invoicing, production controlling, economics.



Benefits

- systemic change management and flexible response to changing customer requirements
- systemic solution of internal communication using information system objects
- improving the monitoring of the implementation of specific orders and products
- quantitative benefits (shortening order progress, increasing labor productivity, ...)



„... the information system myGEM solves the processing of offers, the relationship with the customer and the record, planning and evaluation of orders. It allows to the trader to manage the changes according to additional customer requirements and to monitor their progress ... myGEM solves the course of the order and the system of changes including the interconnection with PDM SmartTeam and CATIA. We have chosen this supplier based on good experiences from the area of the management of commerce and production, flexible response at solution of specific requirements and knowledge of our processes ...“

Mgr. Marek Hoffmann, CEO



Kühtreiber, s.r.o. is a Czech company which deals with the **development, production and sale of welding equipment and accessories.**

The company has built an extensive distribution and sales network. The gradual development and expansion of the range has led to expansion into other European countries.



Situation

Nowadays the company produces more than 80 types and variants of welding machines KIT, KITin and FENIX for MMA, TIG and MIG / MAG welding methods. It deals with the sale of welding torches, protective masks, spare parts, reduction valves, electrodes and other accessories. Great emphasis is placed on the quality of products and individual components. All the core components of the machines are manufactured in their own production plant in the Czech Republic, where final assembly takes place as well.



Default status

Before deploying the new myGEM information system, all customer processes were not covered in the organization.



Implementation status

Ensure:

- reliable management of all processes in the company, not only the production and development of quality products, but also the management of service orders and claims,
- integration with economic modules
- monitoring of all processes in the company including the introduction of barcodes and mobile terminals to ensure the quality of work and customer satisfaction.



myGEM solution

The myGEM system has been implemented to manage the implementation processes in the company.

The company now uses the following modules: CRM, Logistics – Sales, Service, Complaints, Purchase, Technical preparation of the production, Production planning and management including operational planning according to human capacity, Records of the production and also Bookkeeping, Property, Intrastat.





Schedule of work

Analysis of process requirements, installation and data conversion, design of the solution, implementation and training, processing procedures for individual processes.



Number of users

Approximately 20 active users: development staff, designers, technicians, traders, warehousemen, production managers, production records, quality control staff, invoicing, accountant.



Benefits

- covering all implementation processes with a complex system
- flexible tool for processes management especially production and service
- quality improvement and more detailed planning
- quick training of users according to established procedures and graphic manuals
- improving customer support for sales, service and complaints
- high operational reliability
- supporting the latest technologies and trends
- property protection of the company by an integrated solution



CASE STUDY



The company **ORLÍK-KOMPRESORY výrobní družstvo** (production cooperative) is a purely Czech company involved in the **development, production and sale of compressors**.

It is the largest compressor producer in the Czech Republic and Slovakia and is an internationally recognized brand of quality.



Situation

It addresses the issue of compressed air from design to complete delivery, including installation and subsequent warranty and post-warranty service to customer satisfaction. Orlík's compressors are popular with their users especially for their high operational reliability and long life-time.



Default status

Before deploying the new myGEM information system, all customer processes were not covered in the organization.



Implementation goals

Ensure:

- transparent management of all the various implementation processes, i.e. production and development of compressors, plastic parts, single purpose machines, repairs and service,
- integration with economic modules and controlling,
- linking to the web portal especially for business area, ordering spare parts and providing service,
- increasing labor productivity and database quality by introducing barcode in realization processes.



myGEM solution

The myGEM system has been implemented to manage the implementation processes in the company.

The following modules are used:

Logistics – Sales, Logistics – Purchasing, Technical preparation of the production, Production planning and management, Records of the production and Parameterisable communication module that ensures the communication with bookkeeping and controlling.





Schedule of work

Diagnosis of processes requirements, solution design, implementation and training, processing the procedures for individual processes (duration of 6 months).



Number of users

Approximately 50 active users: development staff, designers, technicians, traders, warehousemen, production manager, production records, expedition staff, invoicing,...



Benefits

- covering all implementation processes with a complex system
- improving the quality of the data base as the basis for more detailed planning
- tool for significantly expanding processes, especially in the plastic production area
- quick training of new users according to established procedures
- improving customer support for sales and service



„... software solution myGEM is used for various processes, it covers business, production of compressors and plastics... Customer processes are integrated with economic and controlling modules... Belong solution is support of product development... We have been satisfied with the product and the provided services in long term ...“

Pavel Kuběnka, IT manager



WELCO spol. s r.o. is a trading company engaged in the **development, consultancy and sale of special auxiliary materials and accessories for welding and soldering, especially for maintenance, repairs and renovations.** They have been operating on the Czech market since 1995.



Situation

Their products are manufactured under the registered trademark of WELCO by the leading manufacturers of welding materials in Europe and the USA. The products are offered through a system of direct sales to end customers, through their own sales network of authorized technicians. The company acquired the exclusive commercial representation of the German company CRONITEX – a leading European manufacturer of special auxiliary materials, machines and accessories for tool repairs and molds. The company WELCO has established and certified the quality management system according to EN ISO 9001:2009.



Default status

Before deploying the new myGEM information system, customer processes were not covered in the organization.



Implementation status

Ensure:

- transparent management of all the various implementation processes, i.e. consulting and sale of special materials and accessories for welding and soldering,
- implementation of new economic modules.



myGEM solution

The myGEM system has been implemented to manage the implementation processes in the company.

The following modules are used:

Logistics – Sales, Logistics – Purchasing, Warehouses, Bookkeeping and Property.





Schedule of work

Diagnosis of processes requirements, solution design, implementation and training, processing the procedures for individual processes (duration of 6 months).



Number of users

Approximately 10 active users: traders, expedition staff, invoicing, accountant, management.



Benefits

- covering all implementation processes with a complex system
- improving the quality of the data base as the basis for more detailed planning
- tool for significantly expanding processes, especially in the production area
- quick training of new users according to established procedures
- improving customer support for sales and service
- high operational reliability and security of stored data
- support for the latest technologies and trends
- protection of company assets by an integrated solution

