

SAP Customer Success Story

“SAP Business One is much more than administrative software alone. It also lets us control our stock much more efficiently. And it saves us time, which gives us more time to reach out to new customers, and that’s where the growth of our business comes from.”

Linda Hesen, Financial Administrator, DHG Group



DHG GROUP

A SMALL DUTCH MANUFACTURER RELIES ON SAP® BUSINESS ONE TO INCREASE EFFICIENCY AND REDUCE COSTS

Based in the Netherlands in the busy town of Geleen, DHG Group has built a thriving business manufacturing air-conditioning systems and soundproof insulation for office buildings and homes. DHG has nine employees and a reputation for delivering its sought-after products quickly. For a long time, the company’s IT system had a reputation for delivering something else: headaches.

“With the inefficient accounting system we had before, even simple administrative routines had become very complex,” recalls Linda Hesen, financial administrator of DHG Group. “I was the only person with access to our financial information and to share it with my colleagues, I had to transfer it to Microsoft Excel spreadsheets, print out the sheets, and distribute them. If a customer wanted to replace a part in their ventilation system, we had to check the part’s specifications by going through all the Excel sheets one by one. Because of this situation, creating financial documents and reports was very difficult and time-consuming. That system robbed us of time and energy.”

THE RIGHT CHOICE: SAP® BUSINESS ONE

A recent trade show near DHG headquarters changed all that. At the show, DHG executives were introduced to ERP², an SAP business partner that recommended the SAP® Business One solution as an answer to the company’s IT problems. The DHG group decided then and there that it would implement SAP Business One. “ERP² became familiar with our old IT infrastructure and installed SAP Business One quickly,” adds Hesen. “The solution was up and running and fully functional in no time.”



AT A GLANCE

Company Name

DHG Group, Netherlands
www.dhgnederland.nl

Industry

Machinery, engineering, and construction

Key Challenges

- Implement IT solution that distributes business information to all employees
- Keep track of current inventory and provide sales histories of customers
- Automate Internet selling

Implementation Partner

ERP²

Solution and Services

SAP® Business One solution

Implementation Highlights

- ERP² implemented solution in just 15 days
- Five users live

Key Benefits

- Greater efficiency because employees can check current stock levels using automated sales and inventory information
- Increased sales because Internet transactions are now fully automated
- Employees use customer histories to provide improved service

SAP Business One is designed for small and midsize companies. For the first time, companies like DHG Group have a single system that was built to automate business processes and delivers a true and unified picture of critical, up-to-the-minute business information across customer relationship management, manufacturing, and finance. With SAP Business One, owners can increase the profitability of their business and achieve a new level of control.

“Now no one here will say that creating financial documents and reports is difficult – that’s in the past. Thanks to SAP Business One, we’ve already improved our efficiency levels, and we enjoy the benefits of that every day.”

Linda Hesen, Financial Administrator, DHG Group

Firms like DHG Group must make the most of their existing IT infrastructure and it’s critical that their core business processes run efficiently and accurately. SAP Business One provides several customization tools and intuitive navigation, all in a familiar Microsoft Windows environment. The solution delivers high performance and scalability and is easy to maintain. “SAP Business One is much more than administrative software alone,” adds Hesen. “It also lets us control our stock much more efficiently. And it saves us time, which gives us more time to reach out to new customers, and that’s where the growth of our business comes from.”

LOWER COSTS, IMPROVED CUSTOMER SERVICE

SAP Business One has delivered significant business benefits for DHG Group. The solution has increased efficiency because employees can create accurate, timely financial documents without manual processes. Since SAP Business One automatically tracks sales and inventory, employees can give customers up-to-the-minute inventory information. In addition, DHG Group’s costs are lower because inventory is managed more efficiently. And SAP Business One improves customer service because it provides a comprehensive profile of every customer. “All data and documents relating to a customer are automatically linked by SAP Business One into a detailed history of that customer,” says Hesen.

In addition to ventilation and air-conditioning systems, DHG Group manufactures and sells products under the brand name of Metalko auto accessories. Prior to the installation of SAP Business One, customers could order these products via the Internet but handling the online orders was a labor-intensive chore. “With SAP Business One, we don’t have to process Internet orders manually anymore,” Hesen says. “The software does the work for us, which means sending invoices automatically and less typing. This will allow us to gradually increase the range of products we can offer via the Internet.”

Because of SAP Business One, day-to-day operations at DHG are much different – and much better. “No more Excel sheets being passed around!” exclaims Hesen. “Now no one here will say that creating financial documents and reports is difficult – that’s in the past. Thanks to SAP Business One, we’ve already improved our efficiency at all levels, and we enjoy the benefits of that every day.”