

Eurocom, Bolivia

[communication technology company]

Summary

Eurocom, one of the most remarkable communication technology companies in Bolivia, makes the decision to the integration and scalability of HansaWorld to go along with their growth.

This company is distinguished for supplying quality in its services. The company has been awarded with ISO9001:2000 certification, Dealer Elite certification by Motorola and they are Authorized Distributors for FUL-MAR in Bolivia.

Status

From 1998 Eurocom had been using Syscoop Solutions which was a local solution and totally customized to cover specific requirements. These requirements were only focused on managing and controlling the serviced provided (repairs, visits, etc.). However, the system would not give any integration to the company's accounting process.

Since 2005, the necessity to access accounting data and to be able of making a follow-up of the company's turnover became more tangible. The necessity to tie integration between accounting data with the rest of operations, turned out to be a goal to reach. So the system they had been using was no longer suitable to the company's rising requirements.

"When the company began its operations, the most important goal was to provide the best services. By then, the necessity to run management and accounting reports permanently was not such a priority" Verónica Cuéllar recalls – Administrative Accountant.

New Alternatives

In order to define the implementation project for a new management system, the company identified the main requirements that the new system should accomplish.

In this sense, integrated data within the system and concurrently connection with the other branches was pivotal. In making the decision, other aspects had to do with the specific functionalities in the area of maintenance services and accounting integration.

Along the selecting process, HansaWorld competed with local products (SAI of Axon), and international (SAP Business One).

"Formerly, we already had the chance to see the system (HansaWorld), but in that time the financial factor meant an obstacle so we were not able to afford the system. Nevertheless, we all got a good impression of the product and that made us tilt onto your offer once we could afford to replace the old software" Julio César Camacho recalls – Administrative Manager.



& Salaries (exclusive for Bolivia) and customizations through HAL programming. This latter is applied mainly to the Services area since the company has got the ISO9001:2000 certification and there were requirements regarding the techniques specifications for each Item which had to be registered and recorded at entry and outgoing time as well as during every service control.

"Excel spreadsheets to handle and to control Fixed Assets depreciations became out of date. Now with just a click we can have a maintenance running and getting the whole process done in only one step" Verónica Cuéllar says in regard to the Assets module implementation.

The process to upgrade data was gradual, it took longer that we had initially defined and this was because of the modifications to schedule made by both companies.

"At times the implementation was hard, the system we had been using was a lot different, besides coordinating timing of all attendants to trainings demanded patience from both parts" Mr. Camacho added.

When making an assessment of Consulting and Training services provided by HansaWorld, Eurocom considered that these were according to expected. Currently and after nearly a year from the start out live with HansaWorld, the requirements about support are rather clear since the users have acquired a wide knowledge handling the solution.

Details of the Solution

Currently, Eurocom is using HansaWorld Enterprise with 14 named users who work concurrently both at the main office in Santa Cruz and at the branch in Villamontes.

The implementation was made in 2006, having done trainings, live settings and customizations during that year.

Amongst the modules the company entitles, there are: Basics HansaWorld, Logistics, Purchase Orders, Cashbook, Cheques, Expenses, Quotations, Assets, Contracts, Services Orders, Payrolls, WAN multi-user and HAL functionalities for customizations.

Benefits and Results

The assessment in terms of expectations at work environment with HansaWorld Enterprise can be summarized in the following quote by Mr. Camacho.

“Our expectation in a short term is to keep on developing good tasks under the system. In the near future, we hope to get the most of the system as it has only been a year since we started. In a long term, it is likely to happen that we will include new modules focused on managerial decisions process related to integrated control frame.”

Some of the benefits reached since the implementation are:

- Integration of different areas and departments.
- Simultaneous system administration at the branch in Villamontes.
- Integrated, real, accurate, and quick data for all managerial requirements.
- Accounting Reports at any time.

In Prospective

Regarding to future plans, Eurocom will probably start upgrading one of the latest HansaWorld versions in the next few months.

“Besides, in the near future we will possibly include new modules and customizations in order to get control over Equipment and Systems Rental” added Mr. Julio César Camacho.

HansaWorld Profile

HansaWorld is a company that provides development and distributes business solutions. We take yet more than 20 years of background within software international market. Our main target and motivation is to get ahead of changes offering our customers every other then, new options to improve the management of their companies and businesses. With over 70,000 settled wirings in the world, we own enough experience to become your software supplier offering you a safe product which combines our global knowledge with home representation.