

Rehviemspert

Introduction

Rehviemspert is one of the leading Estonian retail and wholesale distributors of tyres and accessories for cars, trucks and buses. In addition, they offer services like oil replacement, axle repair and small car repair works. Rehviemspert was established in 1997 when the first tyre shop was opened in the capital city Tallinn. By 2006, Rehviemspert opened retail and wholesale operations at five locations across Estonia, and have recently opened a tyre retreading factory in Tartu.

The company uses HansaWorld Enterprise to handle stock, sales and finance, client relationships and prices. In the future, as their factory operations grow, they plan to harness also the production module.

Switching to HansaWorld Enterprise

Rehviemspert was a user of an older HansaWorld product, Hansa Classic, designed for small businesses. As the company grew, the decision was taken to change for a system that would grow with the business, instead of slowing it down.

When looking at new solutions Rehviemspert considered HansaWorld Enterprise and a small Estonian software that, at the time, was only preparing the transfer from DOS to Windows. However, the vendor of the small Estonian software could not provide an adequate solution for connecting multiple offices. Also, as their support service was practically non-existent, the decision was taken by Rehviemspert to adopt HansaWorld Enterprise which offered a familiar interface, consulting and regular updates.

The initial implementation was done with help from a HansaWorld consultant and the investment was made to buy an HP server to ensure many years of satisfactory performance. Rehviemspert has a competent, in-house HansaWorld Enterprise specialist to cater for their company IT requirements.

Speeding up sales with HansaWorld Business Organizer

Rehviemspert has chosen the HansaWorld Business Organizer, a version of HansaWorld Enterprise designed specifically for Nokia business phones, to speed up the sales process and make it more efficient. Previously, when having meetings at client sites, the salesmen had to phone up the central office and ask someone else to log in to the database to check stock availability and prices. This created problems when sales opportunities arose at weekends as, with the headquarters closed, they could not provide accurate information.

Estonian tyre retailer and wholesaler



Now, with full mobile access to corporate data in the HansaWorld system, the salesmen can check for availability and prices by connecting to the live database using their Nokia phones. As Rehviemspert has several warehouses, the Business Organizer makes it possible to find out at which location the required items are available. This allows the salesman to give the customer a realistic delivery time based on current stock levels and then enter the order straight into the company system using the Business Organizer.

According to the Managing Director of Rehviemspert, Mr. Aarne Solvak, the Business Organizer gives salesmen the versatility of the laptop with a smaller price tag and greater mobility. "With the Nokia always at hand, no sales opportunity will be lost due to a lack of, or incorrect, information. Wherever or whenever, if the company knows it, the salesman knows it," Mr. Solvak states.

