

Semetron - Supplier of Medical Equipment in the Baltics

Developer and supplier of medical equipment

Developer and supplier of medical equipment, Semetron buys HansaWorld in order to cut down work duplication between sales and customer relations management and manual administration.

About the company

Semetron Ltd (www.semetron.ee) is an Estonian-German joint venture founded in 1992. The primary activities of the company are the development of medical technology, and the sales and after-sales maintenance and repair of hospital equipment and ancillary devices. Semetron offers healthcare solutions in Estonia as well as in Latvia and Lithuania where the company has subsidiaries.

The aim - to cut down work duplication

Before choosing HansaWorld Enterprise, Semetron had been using another HansaWorld product - Hansa Classic. They chose Hansa Classic because neither RVSoft (a local accounting program) nor Eeva (another local product based on data synchronisation) which they had considered were able to handle Semetron's growing data volumes.

The main aim in choosing HansaWorld Enterprise was to cut down work duplication and manual administration. As Semetron's field of activity covers practically everything concerning medical equipment, there are many everyday activities where the advantages of an integrated software solution become evident when compared to manual administration.

"We sell equipment and ancillary devices, offer maintenance services and at the same time stay in contact with our producers. HansaWorld enables us to organize all that, get our books done and in addition helps us to calculate our technicians' salaries and bonuses," says Toomas Kornet, Chairman of the Board of Semetron.

HansaWorld Enterprise in Semetron

At the moment over 15 different HansaWorld modules are used by Semetron's 21 concurrent users. Their database goes back to 2001 and has already exceeded 3GB in size.

Semetron's HansaWorld server is an HP Proliant DL385 with two AMD DualCore Opteron (2GHz, 1MB cache) processors, 2GB RAM and U320 SCSI 15K rpm HDs, running on Debian Linux. The same server also serves Semetron's Latvian daughter company from the same database.

The system was set up by HansaWorld's consultants. An initial classroom training session was held for 20 employees. "The technical issues are one side of the change of a system, but it is even more important to explain the changes to your staff," says Toomas Kornet.



"As starting with a new system essentially meant new methods of documentation and working as a whole, we held a training session for our employees where the changes were explained to them. We also provided written manuals for more important areas."

Results

As a result of starting to use HansaWorld Enterprise, one job has become redundant in Semetron. Previously a dedicated person was required to keep an eye on the workflow of the technicians, now this work is done automatically.

According to Toomas Kornet, internal exchange of information has improved considerably, not to mention the time saved. "HansaWorld covers several work areas and makes information available to everybody. For example, while talking to the producer of a faulty piece of equipment, it is very easy to find out which customer discovered the fault and under what circumstances it became apparent. This makes our everyday work so much smoother, and the chances that the absence of an employee could hinder our work in any way are reduced," adds Kornet.

Kornet also points out the advantages of HansaWorld's client-server architecture and security. "The client-server solution guarantees the same fast performance with remote connections - our Latvian subsidiary is based in the same database on the Estonian server. Security is another important issue. HansaWorld's non-standard encryption technology has proved to be a secure solution. Although we have experienced computer break-ins during the more than ten years we have been using HansaWorld software, our data has never leaked," concludes the manager.

Plans for the future

The primary development plan is to link HansaWorld more closely to their logistics system, to be able to print labels on packages straight from HansaWorld. There is a plan to investigate the vast possibilities offered by HansaWorld's document management. Semetron is also interested in HansaWorld's mobile solutions, which would help them get a faster and more accurate overview of stock levels and turnover of spare parts.