

Telinekataja, Finland

Bringing all business information together in HansaWorld Enterprise, Telinekataja was able to make its processes much more efficient.

Company profile

Telinekataja Oy is a market-leading Finnish company that has been offering scaffolding service planning, supply and delivery since 1965. The first step towards becoming an international company was taken with opening an office in neighbouring Estonia. In 2001 a daughter company was set up for event services and fast growth continued with establishing a company OOO Nevarend in St. Petersburg, Russia in 2005.

Implementing HansaWorld Enterprise

The need for a new business management system was obvious by 2003. Growing scaffolding management operations brought along complications, slowing down the whole service process. At the time, Telinekataja was using different applications for CRM, budgeting and reporting, and Microsoft Office tools.

"The main purpose was to find a software solution to utilise and speed up the service processes. Having to integrate many different packages was too challenging," said Mr. Teemu Virtanen from Telinekataja Oy.

The project was started in January 2003 and completed during the fall of 2005. Telinekataja established a four-person project group to prepare the implementation. During six months, they studied several solutions from different providers. HansaWorld Enterprise was chosen as it provided the necessary functionality and offered possibilities for customisation, at a lower total cost of ownership than competitors.

Once the decision was made, Telinekataja and HansaWorld worked together for three months, preparing a specification of requirements. Taking into account the natural resistance to change, a road show introducing the new solution was organised in all local units.

Benefits

Thanks to having all information in one place, Telinekataja's internal processes have become more efficient.

"With HansaWorld Enterprise all the information about customers, products, quotations and invoices can be found in one place. Even blueprints and other customer specific material can be saved in Hansa," Mr. Virtanen commented.

"All phases of the sales process are archived in one place and are easily accessible for future reference."



"The whole process from the first meeting to sending an invoice has become more efficient. A salesman makes a quotation and, based on that, a contract can be created with a couple of clicks. All phases of the sales process are archived in one place and are easily accessible for future reference," he added.

Future plans

In order to improve customer relationship management, Telinekataja is thinking of implementing HansaWorld Business Organizer. Available on Symbian Series 80 and 60 Nokia business phones, the software provides real time access to the ERP&CRM suite, not only for viewing, but also for adding and updating the information.

"With the help of HansaWorld's mobile solutions it would be easy for our salesmen on the field to check customer information and change details on quotations and picking lists. Following up and checking your workgroup calendar also becomes easier," Mr. Virtanen concluded.

About HansaWorld

HansaWorld is a business solutions provider with nearly 20 years of experience in the international software market. It is our ambition to stay ahead of change and constantly offer customers more efficient ways of running their businesses. With more than 67,000 installations worldwide, we have the experience to be your future-proof software partner combining global knowledge and local representation.



www.telinekataja.fi