



Connecting remote business locations over the web

The Customer:

Our Customer is in the Shipping Wholesale Distribution & Services Industry with Headquarters in Singapore.

What was the business challenge:

For the extension of its operations in Greece they needed a full Commercial module through which they would be able to:

- Maintain customer database and track customer quotations & orders. Produce professional documentation for each quote and email it to the customers fast and easy.
- Link each sales order with the respective purchase order from their main vendor. Link with the main vendor's system to automatically upload purchase orders and convert them into sales orders, significantly minimizing processing time and manual data entry.
- Keep track of customer history and balances.
- Have a full view of each customer, by summarizing receivables from all its ships.

The company's business goals were:

- Fast time-to-market. The startup costs should be kept at a minimum.
- Cloud architecture, since the company currently operates in two remote geographical locations: Singapore and Greece.
- Ability to share data between locations, in real-time, with zero administration effort (upload/download/synchronize/replication techniques).
- Future support for the Accounting module and/or ability to integrate with their current Accounting software.
- Customize standard ERP processes, to fit the high-value business of expensive ship supplies and spare parts. Emit a professional company image from day-one.



- Fast response to main vendor's changing requirements.
- 24/7 access and real-time depiction of data, in different time zones, with zero administration effort.

How E-ON Integration approached the Customer's challenge:

E-On Integration proposed its SaaS E-ON RIX Business Financials & CRM solution, a business application platform that streamlines and automates processes and workflows.

Due to cost constraints but also high-availability requirements, E-On Integration utilized its public-cloud service, instead of installing and customizing the system on premise.

The system performs a wide range of functions such as order management, sales and purchases, inventories, issuance of invoices and vouchers.

E-On RIX covers all of the company locations and is accessed over the internet, anytime. In fact, a public-cloud solution developed from a local (Greek) company, with the ability to respond fast in changing or adapting needs, was the best way forward for our customer.

Results:

They now have a fully automated system for customer management, quotation & sales order management and purchase order management. Future expansion of the system, with Accounting support & CRM functionality is already supported by the product.

The HQ, based on Singapore have real-time image of the Greek business and status and is able to pull reports without asking the local manager to do it for them. Customizations targeting to enhance functionality and company image have been described at the early stages of the implementation and developed in a matter of days.

The deployment for new users or locations or workstations is extremely simple, since the application only requires the use of a standard web browser. There is no code installed on the user's device.

Being a cloud solution it has helped the client connect over the web its two remote geographical locations: Singapore and Greece with no restriction of time. It enabled the company to share data between its locations, in real-time, with zero administration effort.



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