Customer Reference Book

softone
More than software

Services

Company Name:
Service One (Fourlis Group)

Industry:
Home appliances Service

Deployment Country:
Greece

Soft1 Solution:
Soft1 Open Enterprise Edition

Implementation:
Digimark S.A.

Key Benefits:
- Faster business operations
- Increased business efficiency
- Field service process automation
- Operational cost reduction
- Real-time collaboration
- Anywhere, anytime access

Service One S.A. is a 99% subsidiary of Fourlis Trade S.A. and a member of Fourlis Group, one of the leading group of companies in Greece and the Balkans in providing quality consumer durable goods. The company has developed one of the best-organized field service structures, which is able to provide prompt and effective network-wide support in Electric and Electronic appliances and Home Furnishings.

Overview: Service One exploited the enhanced cloud and mobility functions of Soft1 Open Enterprise Edition, in order to implement an advanced solution that fully supports the daily operations of its extensive field service network. The company selected Soft1 Cloud ERP running on the secure and reliable Microsoft Windows Azure platform to support the back-office operations, while Soft1 Web360 is used by more than 200 partners nationwide, 20 company-owned mobile units and 50 executive users for carrying through their daily activities. The system allows the central management of these activities and the unification of all field service support processes. The users are capable of directly controlling and committing the company stock, viewing the availability of the manufacturer stock, validating warranties per device and proceeding to service support without any company involvement.

Services

Company Name:
G4S

Industry:
Security Systems

Deployment Country:
Greece

Applications Replaced:
Kefalaio, Eurofasma

Soft1 Solution:
Soft1 ERP, CRM

Implementation:
SoftOne Technologies

Key Benefits:
- Business process automation
- Unified flow of business information
- Increased operations efficiency
- Reduced operational cost
- Faster operations

G4S is the world's leading international security solutions group, headquartered in Crawley, United Kingdom. Having established operations in more than 125 countries, G4S specializes in security services outsourcing, mainly in countries and sectors where security and safety risks are considered a strategic threat.

Overview:
G4S selected Soft1 ERP to replace a number of distinct applications that were supporting the business operations, aiming to overcome deficiencies raised by the existence of several isolated information islands. The use of Soft1 ERP enables G4S to exploit a unified business processes environment, avoiding the information gaps among the different company units and departments. All internal company processes were consolidated, achieving faster and more reliable flow of information to more than 200 users.

Services

Key Benefits:

- Strong BI analysis & reporting
- Secure and reliable system environment
- Business process automation
- Faster & more accurate business operations
- Reduced operational cost

The Alpha Bank Group is one of the leading Groups of the financial sector in Greece, with a strong presence in the Greek and international banking market. The Group offers a wide range of high-quality financial products and services, with a wide Network of over 1,200 service points in Greece and having one of the highest capital adequacy ratios in Europe.

Overview: Alpha Bank selected Soft1 ERP to implement an online expenses recording system that is used by co-operating Law Firms serving business affairs of the organization's Collection Department. Applying strict processes for user authorization, secure data communications and transaction approvals, Soft1 ERP enables the operation of a reliable and secure system that is fully integrated to the related core banking operations. The authorized Law Firms are capable of entering promptly their expenses per individual case, while Bank executives' make use of the strong Soft1 BI tools to perform data analysis.

Services

Company Name:
Ernst & Young

Industry:
Professional Services

Deployment Country:
Greece

Applications Replaced:
Legacy system

Soft1 Solution:
Soft1 ERP

Implementation:
SoftOne Technologies

Key Benefits:

- Business process unification
- Enhanced financial management capabilities
- Increased business efficiency
- Powerful business reporting subsystem
- Improved accuracy in data consolidation

ERNST & YOUNG
Quality In Everything We Do

Ernst & Young is a global leader in assurance, tax, transactions and advisory services. It is the third largest professional services firm in the world. The organization operates as a network of member firms which are separate legal entities in individual countries. It has 167,000 employees and more than 700 offices in more than 140 countries.

Overview:

ERNST & YOUNG selected Soft1 ERP to support all the company's operational and financial processes in Greece and also other countries of business involvement in Southeastern Europe. The strong Soft1 financial management and reporting capabilities allow the company to exploit the advanced Soft1 Activity Based Costing model and automatically generate a set of complex reports for submission to the USheadquarters. Also, the localized versions of Soft1 are used to support the operations of company's subsidiaries in Cyprus, Serbia, Bulgaria, Romania, Malta and Turkey, allowing the unification of processes and data consolidation.

Services

Company Name:
UNTRR

Industry:
Professional services

Deployment Country:
Romania

Soft1 Solution:
Soft1 ERP

Implementation:
Serra Software

Key Benefits:

- Business process unification
- Customization tools
- Increased business efficiency
- Improved accuracy in data consolidation

UNTRR (The National Union of Road Hauliers from Romania) is a non governmental, independent, apolitical professional organization, established on democratic principles in 1990. UNTRR promotes and protects the interests of road hauliers nationally and internationally having from the beginning over 13.000 members - operators that perform internal and international transports of goods and passengers.

Overview: UNTRR searched for a top representative ERP solution that can allow them to develop all the specific requirements of their industry. The company selected Soft1 ERP and after 2 years of using this solution, they are confident that it was the right decision. This solution manages all the financial aspects of the business offering the possibility to allocate and analyze costs; includes a complete fixed assets module, as well as features for budget administration. Soft1 ERP is the best solution adapted to their needs and offers UNTTR a complete administration of all internal process.

Services

Company Name:
Cosmos Mobile

Industry:
Professional services

Deployment Country:
Romania

Soft1 Solution:
Soft1 ERP

Implementation:
Serra Software

Key Benefits:

- Improved business indicators
- Advanced reporting tools
- Respond quickly to customer demand
- Operational control

Cosmos Mobile, the retail telecommunication company which has become one of the fastest growing pre-paid distributors, having in its portfolio products from the most important telecom companies, such as COSMOTE, Vodafone and Orange, also being an important Master Agent of COSMOTE, chose to implement Soft1 ERP.

Overview:
Cosmos Mobile's decision envisages a better structuring of the company's financial and commercial information, necessary for its business growth. Soft1 ERP means cutting operational costs, optimizing the stock, a better level of order's fulfillment, eliminating redundant information, daily reports regarding the activity. Soft1 covered different areas of the business, such as partner management , account-ability, distribution, BI and stock management. As for this latter item, Soft1 ERP improved stock management, which means real-time access to stock situation and automatic generation of products packages.

Services

Company Name:

Hidraulica

Industry:

Professional services

Deployment Country:

Romania

Soft1 Solution:

Soft1 ERP

Implementation:

Serra Software

Key Benefits:

- Managed accounting functions to satisfy different standards
- Fixed Assets management
- Production Reporting
- Extremely friendly and time efficient to the end-user

Hidraulica operates on the Romanian market since 1998 and is currently one of the major companies involved in mobile hydraulic equipment repair and maintenance. They have over 3,000 customers, covering all needs related to hydro-pneumatic actuators and trying to offer best quality products and services.

Overview:

Hidraulica chose a complete ERP solution, to ensure an efficient accounting activity for their sold production. For the purpose of efficiency, Soft1 ERP has an impressive speed of processing and displaying data: management, costs center, account, quantitative and value reports for each department. With Soft1, users are able to work from home or from anywhere (client / server) without the need to purchase a VPN, due to incorporated advanced technologies for data security. Also, the two branches (Sacele, Otopeni), together with the outsourced accounting department, totaling over 30 workstations, efficiently connect remote to a common database.

Distribution

Company Name:
JTI Hellas

Industry:
Tobacco Industry

Deployment Country:
Greece

Applications Replaced:
Legacy system

Soft1 Solution:
Soft1 300

Implementation:
SoftOne Technologies

Key Benefits:

- Central management of business activities
- Business process automation
- Increased business effectiveness
- Improved speed of operations
- Enhanced information accuracy

JTI - Japan Tobacco International is the international tobacco division of Japan Tobacco, a leading international tobacco product manufacturer. The company is headquartered in Geneva and markets three of the five leading cigarette brands in the world: Winston, Mild Seven and Camel.

Overview:
JTI selected Soft1 ERP for the implementation of a system that achieves the consolidation of business processes and operational activities related to company associates in the Greek market. Utilizing a broad range of existing Soft1 modules (Sales & Distribution, Sales CRM, Soft1 Customization Tools, Business Intelligence) and taking advantage of the strong Soft1 capabilities as a development platform, JTI implemented a system that centrally manages all business information in a quick and efficient manner. Moreover, the company fully automated the data exchanging process, resulting in more reliable and accurate information. A set of business rules was established for data recording and management, so as to enable the full exploitation of system information from all involved parties. Also, the partners' ordering department was re-organized on the basis of a custom call-center solution that supports daily contacts with end-customers.

Distribution

Company Name:
DHL

Industry:
Logistics -Courier Services

Deployment Country:
Greece

Soft1 Solution:
Soft1 ERP

Implementation:
SoftOne Technologies

Key Benefits:

- Service cost controlling automation
- Strong reporting subsystem
- Efficiency in business operations
- Increased speed of operations
- Reduced operational cost

DHL is part of the world's leading postal and logistics Group, Deutsche Post DHL and encompasses three divisions: DHL Express, DHL Global Forwarding, Freight and DHL Supply Chain. DHL is present in over 220 countries and territories across the globe, making it the most international company in the world. With a workforce exceeding 285,000 employees, DHL provides solutions for an almost infinite number of logistics needs.

Overview: DHL selected Soft1 ERP in order to handle all critical operational processes with a single system and also allow the easy and flexible coverage of future business needs. Soft1 fully supports the daily business activities, allowing also the establishment of an automated environment for the communication with the company headquarters. The powerful Soft1 customization tools were used to implement specific role-based solutions, while the strong Soft1 reporting capabilities allowed the coverage of all company demanding information needs. Finally, the system achieved the automation and subsequently the acceleration of service cost controlling processes in all aspects of the transportation effort.

Distribution

Company Name:
Oscar Downstream
Industry:
Wholesale Diesel
Deployment Country:
Romania
Soft1 Solution:
Soft1 ERP
Implementation:
Serra Software

Key Benefits:
- More efficient business processes
- Visibility and control to all processes
- Efficiency in business operations
- Increased customer service
- Reduced IT cost

Oscar Downstream is the biggest independent oil company diesel distributor in Romania.
Leading the filling stations market, Oscar Downstream is an unaffiliated company with a network of over 850 stations (DIESEL point) served by its own fleet of fuel tankers. In addition to filling stations, Oscar Downstream owns a network of 29 stations DIESEL point Access, which is a constantly developing network consisting of diesel sold exclusively on each client's personalized card.

Overview: Oscar selected Soft1 ERP in order to benefit of a single source of information for every department. The platform implemented for Oscar is based on Soft1 ERP solution with enhanced BI functionalities, which offer together a unified and comprehensive tool for business management. A key factor in selecting Soft1 ERP was represented by powerful customization tools. Furthermore, Soft1 integrates the smooth functioning of financial management, the need for business monitoring and effective management and also support of customer relationships. The information entered by all the departments is centralized in only one database.

Distribution

Company Name:
Secpral Pro Instalatii

Industry:
Heating and Sewage materials

Deployment Country:
Romania

Soft1 Solution:
Soft1 ERP

Implementation:
Serra Software/ERP Concept

Key Benefits:

- Flexible platform
- Reduced transportation and storage costs
- Optimized work flows
- Improved efficiency
- Full oversight of materials, information and finances

Secpral Pro Instalatii, having its headquarters located in the heart of Transylvania, is presently one of the most important importer & supplier of heating and sewage materials. Secpral Pro, through its warehouses from Cluj-Napoca, Bucharest, Sibiu, Brasov, Timisoara and Craiova, national network of distributors, backed by the strong and direct relationships of over 12 years with producers from Central and Western Europe, offers a large diversity of products for the following fields of activity: heating, water supply, gas supply, sewages, renewable energies.
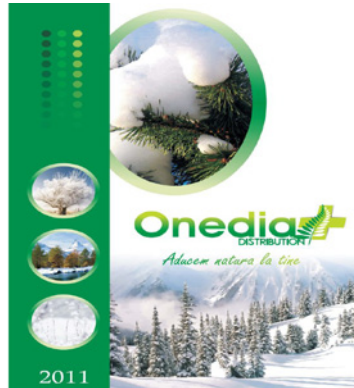
Overview:
Secpral Pro selected the dynamic software solution Soft1 ERP mainly because they can benefit of a complete system to manage their entire business needs: financials, inventory control, warehouse management, procurement, CRM, advanced reporting and planning instruments. The information from all 6 warehouses is updated in real time, providing Secpral simplicity and flexibility in analysis and reporting. The users can follow and manage through each unit of stock from the warehouse receiving, inventory management, lifting and handling, loading and delivery, so the delivery process is streamlined.

Distribution

Company Name:
Onedia Distribution
Industry:
Natural products
Deployment Country:
Romania
Soft1 Solution:
Soft1 ERP
Implementation:
Serra Software

Key Benefits:

- Ordering control
- Inventory management
- Optimized work flows
- Back order management
- Fully integrated with Microsoft product suites

Onedia Distribution

Onedia Distribution is a company of natural products, founded in 1997, with Romanian capital. The company currently works with over 250 companies producing/importing and comes promptly and professionally to meet the needs of over 4,700 clients (pharmacies, drug stores, health stores) across the country.

Overview:

Overview: Onedia Distribution selected Soft1 ERP for the strong supply chain management software functionality, providing full oversight of materials, information, and finances as they move in a process from quote-to-cash. Soft1 ERP provided Onedia the flexibility to quickly and affordably adapt to market changes, capitalize on new opportunities, and improve perfect order rates. Only with Soft1 ERP system, they solved critical supply chain challenges and also established more efficient processes. Now, they can address demands by keeping at the same time the inventory lean, know what their customers want, and plan for what they'll want next.

Manufacturing

Company Name:
Provet

Industry:
Veterinary Products

Deployment Country:
Greece

Applications Replaced:
SAP

Soft1 Solution:
Soft1 ERP

Implementation:
SoftOne Technologies

Key Benefits:

- Enhanced business process automation
- Increased efficiency in business activities
- Faster business operations
- Enhanced accuracy in production planning
- Operational cost reduction

Provet S.A.

Provet S.A. is the leading manufacturer of veterinary medicinal products in Greece and one of the largest companies in the distribution of veterinary medicinal products, nutritional products for livestock, pet food & accessories and clinic equipment. Today Provet has more than 100 registered trade-marks and exports products to more than 30 countries worldwide.

Overview:

Provet selected Soft1 ERP in order to implement a system that will not only fully cover today's business needs, but also will allow the easy and low cost adaptation and expansion of functions for covering future needs and requirements. Using Soft1 ERP, the company managed to streamline and automate its core business processes, while maintaining a flexible operational structure. The powerful Soft1 workflow tools allowed the automation of all the specialized security and approval procedures, thus ensuring the hierarchical implementation and monitoring of budgeting and production planning. Moreover, the use of multiplecost controlling models enables the automatic allocation to costcenters with no requirements for additional processing.

Manufacturing

Company Name:
Danone

Industry:
Fresh Dairy Products

Deployment Country:
Greece

Soft1 Solution:
Soft1 300, CRM

Implementation:
Connect Line S.A.

Key Benefits:

- Faster business operations
- Increased business efficiency
- Strong BI analysis & reporting
- Enhanced cost controlling capabilities
- Flexible alignment to group-oriented standards

Groupe Danone is a French food-products multinational corporation based in Paris. It produces fresh dairy products, bottled water, cereals, baby foods, and yogurts. The company owns several internationally known brands of bottled water: Aqua, Volvic, Evian, and Badoit.

Overview: DANONE selected Soft1 ERP as the best fitting solution to satisfy its demanding business requirements, like the enablement of products fast moving because of their short lifecycle. Using the integrated BI tools of QlikView, the company manages to vastly improve the required timefor information processing and decision making reporting. Also, utilizing the advanced Soft1 Activity Based Costing model, DANONE is capable of automatically analyzing the product production and distribution cost elements, using predefined criteria. The powerful Soft1 customization tools allowed the development of certain processes to enable the efficient integration of management practices that constitute group standards.

Manufacturing

Company Name:
Blue Sys
Industry:
Electronic control systems
Deployment Country:
Romania
Soft1 Solution:
Soft1 ERP
Implementation:
Aliat

Key Benefits:

- Optimizing acquisition of raw material
- Production planning
- Key reports for each business module
- Incresed productivity
- Inventory and operations optimization

Blue Sys is the electronic automation and control technology division of Blue Sys Group. Located in Timisoara, Romania, the company was established in 2000 to provide a broad capability in the area of control systems for the food industry equipment manufacturers. Ever since, Blue Sys continues to create innovative products in the field of intelligent measurements, automation application networks, and wireless communication as well as Internet and Intranet technologies.

Overview: The benefits of implementing Soft1 ERP solution were immediate, especially in the sales and accounting areas. Soft1 CRM-Sales and Marketing module administrates all information related to potential and active clients, manages sales channels to offer a complete work-instrument for this particular business segment. By implementing also Soft1ERP-Production, Blue Sys now benefits of different degrees of production control, allowing users to choose the appropriate instruments to best answer the company's requests. Soft1 provides on-line and real-time data, through a friendly graphic interface and easily - customized features.

Manufacturing

Company Name:
Rap Systems

Industry:
Process control

Deployment Country:
Romania

Soft1 Solution:
Soft1 ERP

Implementation:
Aliat

Key Benefits:
- Budgeting and planning
- Raw materials management
- Traceability
- Project management
- User friendly interface

Rap Systems, a member of RAP GROUP consortium, is a company specialized in the field of industrial automation and process control.The setting up of RAP Systems, in 2007, was the natural outcome of the crystallized experience and activity of more then 20 years in the field of the mother-company of RAP Systems.

Overview:
The best solution for RAP Systems and their operations was provided by SoftOne ERP. This flexible solution completely covered all critical information from several departments (at HQ and also from all the other locations): project management, constructions, acquisition, management, financial - accounting, sales, marketing, commercial. The real advantages obtained by implementing Soft1 ERP are concluded in the following functionalities: complete overview over the entire business flow, project manage-ment module (native integrated in Soft1), inventory management, fixed assets management, CRM advanced functionalities, cost management by project, by business unit, increased employee productivity, optimized CashFlow.

Manufacturing

Company Name:
Prym Fashion Romania

Industry:
Fashion

Deployment Country:
Romania

Soft1 Solution:
Soft1 ERP

Implementation:
Serra Software

Key Benefits:
- Improve complete and on-time delivery rates
- Anytime, anyplace access
- "One-for-all" system
- Easy integration

Prym Fashion Romania is Germany's oldest family-owned company and has been known for almost 400 years for metal products of the highest quality, ranging from sewing needles to electro-mechanical components. Today Prym company has subsidiary all around the world and on 6th of May 2004, Prym Fashion opened in Romania a 100% branch where they offer special service packages tailored for different market areas: fashion, babywear, jeans wear, etc.

Overview:
Due to an extraordinary ability to customize many functionalities, Soft1 ERP was preferred by Prym Fashion for managing all the necessary business flows. All specific requirements were implemented mainly due to Soft1 flexibility and customization capacity. All production needs were covered: materials requirements planning (MRP), planning and scheduling of resources, monitoring of materials movements, capacity planning, master production scheduling. Processing data is extremely simple, since the program is fully integrated with Microsoft products. Therefore, the existence of all necessary instruments in a single integrated platform lead to increased efficiency and cost reduction.

Retail

Company Name:
Gregory's Food Service Group

Industry:
Food Services

Deployment Country:
Greece

Soft1 Solution:
Soft1 CRM

Implementation:
SoftOne Technologies

Key Benefits:

- Faster business operations
- Increased business efficiency
- Enhanced reporting capabilities
- Improved decision-making processes
- Broader collaborative environment

Gregory's Food Service Group

is a leading company in the food service market, with strong presence in Greece and other international markets. The Group successfully operates through the Gregory's and Cofferight outlets in the mass catering market, which is divided into three sectors: high street, captive and semi-captive markets.Gregory's Food Service Group implements impeccable organisational and operational structures with the main goal to maximise customer satisfaction.

Overview:

Gregory'sFood Service selected Soft1 CRM to support business operations related to their extensive franchisee network. A key criterion for this selection was the Soft1 transparent operation in Windows 8 environment,both on a tablet, laptop or personal computer and in several modes of operation: offline, on-demand online, and full online, depending on the business rules applied each time. With the use of Soft1 CRM and Soft1 Customization Tools, the company is capable of recording and monitoring the performance level of eachfranchisee, taking into consideration predefined per-case criteria. Also, the company's management team is taking advantage of the advanced Soft1 reporting capabilities, so as to form an assessment tool assistingthem in information analysis and strategic planning.

Retail

Company Name:
Alouette

Industry:
Kids Apparel

Deployment Country:
Greece

Soft1 Solution:
Soft1 300, CRM

Implementation:
SoftOne Technologies

Key Benefits:

- Choice in modes of business operation
- Faster business operations
- Strong BI analysis
- Enhanced reporting capabilities
- Better decision-making processes

Alouette S.A. is a leading company in kid's apparel. The company designs, manufactures, and imports quality clothing, shoes, toys and accessories for children. Alouetteoffers its' products through a dynamic and constantly increasing network of 250 outlets with 36 exclusive stores.

Overview:
Alouette selected Soft1 ERP to support the retail needs of all points of sales in alternative modes of operation: online and on-demand offline. Using the advanced Soft1 retail functionality, the company is also capable of supportingspecific retail needs, such as Member Cards, Loyalty Schemes, Offers, Gift Vouchers, and applying specific pricing policies. The consolidation of data in the Group level allowed the significant reduction of processing time for their evaluation. Using the integrated BI tools of QlikView, the company is capable of creating a great number of reports related to store performance and traffic, along with a set of customized management reports.

Retail

Company Name:
Moustakas Toys

Industry:
Toy Stores

Deployment Country:
Greece

Soft1 Solution:
Soft1 ERP

Implementation:
SoftOne Technologies

Key Benefits:

- Business process unification
- Improved inventory turnover
- Reduced operational cost
- Improved speed of operations
- Enhanced reporting capabilities

Moustakas Toys is a leading Greek company in the line of manufacturing and trading children toys. For more than 30 years, the company follows strong principles and values that are the driving forces for its constant growth: Quality, Respect, Responsibility.

Overview: Moustakas selected Soft1 ERP to support and unify its entire supply chain processes. From inventory management and re-ordering to managing imports and routing orders to replenish inventories (wholesale and retail), all processes has been fully automated resulting in improved handling of operations, enhanced collaboration and reduced costs. Also, utilizing the powerful QlikView BI platform, top management is capable of producing enhanced reports related to supply chain performance, cost controlling and management insight. Using Soft1 embedded tools, the company e-shop is fully integrated with Soft1 processes, thus improving further the capabilities for inventory control.

Retail

Company Name:
Succes Nic Com

Industry:
Food Retail & Wholesale

Deployment Country:
Romania

Soft1 Solution:
Soft1 ERP

Implementation:
Serra Software

Key Benefits:

- Smarter merchandizing decisions
- Gather and analyze data in real-time
- Increase customer satisfaction
- Enhanced reporting capabilities
- Obtain reliable information

SUCCES

Succes Nic Com

started in 1994 from a simple idea to initiate a trade deal in wholesale and retail, wholesale with food, beverages and tobacco, as well as non-food products. In the meantime, they developed related activities to the main one, namely: the production of bread and pastry products, packaging products (flour, sugar, rice, beans), advertising production, wholesale oil products, construction, logging, timber, woodmass distribution and rental of mining machinery or commercial locations.

Overview:

Succes Nic Com selected Soft1 ERP platform after analyzing all the advantages but also due to some unique features like: Customization Tools module. With this smart tool, the company can configure Soft1 ERP solution up to 90% in order to adapt it to their specific industry. Soft1 ERP is accessible from anywhere at any time and all 300 users can define their own list of results, add filters and columns with critical information. They can also adapt each report within the application and each export file as well as the print format, according to specific retail requirements.