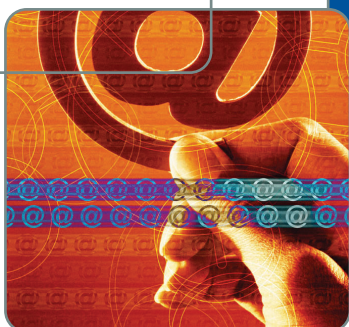
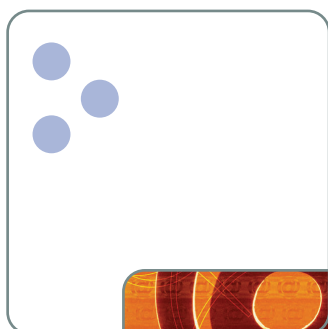


Case Study: Getinge UK



"Previously, staff had to make time-consuming trips to the stores department to check their facts. Today, they can resolve product-related enquiries quickly and accurately during customer phone calls."

John Preece,
Production Manager, Getinge UK

Sage solution helps Getinge UK gain clearer view of operations

Client profile

Getinge UK is the UK arm of a Swedish-owned multinational group that manufactures and maintains infection control units, sterilisers and disinfectors for the health sector and pharmaceutical industry. Its products maintain hygiene and safety levels in wards, operating theatres, outpatient clinics, dental practices and laboratories across the world.

The UK company, based in Sutton-in-Ashfield in Nottinghamshire, generates around £11 million a year turnover and employs over a hundred people. Increasingly, the UK company will be selling and delivering the entire Getinge Group's products, including the installation of complete turn-key operating theatres.

The challenge

In addition to sales of new products, maintenance contracts account for a large proportion - around a third - of Getinge UK's turnover. It was the need to manage these contracts profitably and efficiently that was one of the triggers for a change in operating system platform for the company's long-established Sage business management system, from UNIX to Microsoft Windows 2000

Getinge UK wanted to upgrade its third-party UNIX based service management software. In searching for alternatives with more future-proofing and scope for expansion, the company chose a Windows based product.

At the same time, management recognised that the business would benefit from the greater connectivity between departments such as accounts and stores which an integrated Windows based solution could offer.

Getinge UK worked with its Sage Solution Centre to define a solution which would both meet the immediate requirement for integrating the new service management package and spread the benefits of the Microsoft platform across the business.



active support for business

The solution

Discussion about the change of platform began in summer 2001. By the December of that year, Getinge UK had a fully functioning Sage Line 500 Windows 2000 solution in place, integrated with the company's new third-party service management product. The company was one of the first users of the Microsoft SQL Server 2000 database. The Sage Solution Centre installed, project managed and integrated the full end-to-end solution.

The solution supports all of the company's operations, from the initial sales enquiry to billing for products and services delivered. From sales order entry and processing, through job costing, bills of materials and works order processing, to credit management and BACS, every stage of fulfilling customers' orders is under control, while modules such as stock control and purchase order processing ensure more efficient purchasing and cost-effective investment in stock.

The benefits

A major platform migration could be a daunting prospect but Production Manager John Preece reports, "In fact, the Sage Solution Centre installed Sage Line 500 in just a couple of days and the migration went very smoothly. Most of the total implementation time was taken up in transferring data from the UNIX service management package to its Windows replacement."

John is enthusiastic about the flexibility now available to link the company's databases into the SQL 2000 Server database in order to share information across the business. In terms of reporting, it is also now much easier to extract data and drill around it to generate specific management information.

Another benefit is the ease with which information can be viewed as attachments. With the solution in place for only a few weeks, data such as technical specifications and diagrams is already being shared over the company's network.

This has significant benefits across the business, as John Preece explains, "We stock a huge range of inventory - over 80,000 items. Being able to access a database of job numbers with AutoCAD drawings and digital photographs attached helps staff to deliver higher levels of service. Now, for example, if a customer queries an invoice, accounts staff can quickly identify the parts delivered against the parts ordered; while sales staff can help customers to purchase the products and parts they need."

As John points out, "Previously, staff had to make time-consuming trips to the stores department to check their facts. Today, they can resolve product-related enquiries quickly and accurately during customer phone calls."

Getinge UK is now able to embark on developing 'dashboards' in-house which will use the Microsoft Excel application to give a snapshot of the business. This will bring substantial advantages in terms of providing user-specific information. Managing Director Stephen Parish, for example, will be able to view profit and loss, outstanding debts etc, quickly and easily. Stockroom staff, too, will have better visibility of re-order levels, complete with part descriptions and supplier details.

Through its new system, Getinge UK now has tighter control of its credit management processes. Invoicing is a much faster process and through the standard Sage Line 500 credit management module, the company's credit controllers can improve cash flow by closely monitoring overdue debt and taking appropriate action.

The future

The company is already looking ahead to ways in which to extend the support the Sage Line 500 solution provides for the business. A key benefit will come from the ability to link into Sage Line 500 financial information taken from timesheets entered into the service management software. John Preece says, "We are considering giving our mobile service engineers the capability to record their time-sheets onto the system while they are out on the road. With a significant proportion of our revenue coming from service contracts, if we can quickly capture data on the time our engineers spend on calls and generate invoices promptly, we will obviously speed up our cash flow."

There is no demand currently to open up business processes over the Web to customers and partners. However, the inherent future-proofing within Sage Line 500 gives Getinge UK the reassurance of knowing that this could be quickly and cost-effectively achieved should the need arise.



Solution summary

Sage software:	Sage Line 500 - Finance/Distribution/Manufacturing modules
Hardware:	IBM eServer xSeries
Operating system:	Microsoft Windows 2000
Database:	Microsoft SQL Server 2000
No. of users:	16 concurrent users

**To discuss the right Sage solution for your business, please contact Sage.
Telephone: 0845 3000 900 (UK only) Email: salesuk@Sage.com Web: www.sage.co.uk**



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