

The Plus for the middle class



Weicon GmbH & Co. KG, Münster

Case Study



Herbert Pollmann,  
IT-manager at Weicon

## On the way to a service-oriented field service

Caché und Caché Server Pages

InterSystems' object database Caché as Embedded Database is the basis for thousands of commercially available applications and individual developments. Caché ServerPages(CSP) enable the development of efficient web- or XML-front ends where application- and data base logic run unchanged on the fast Caché-server.

Weicon's product portfolio ranges from repair paste for turbine blades to spray removing chewing gum. A 25-person field service team keeps constant contact with the industrial customers of the Westphalian specialists for adhesives and sprays, which is acting throughout Germany and the neighbouring countries.

IT manager at Weicon. For online information and for data maintenance soon the sales people made large use of direct access to the goods management solution **bertaplus** of the Hamburg software provider **globalerp**.

Also the E-Mail- und fax communication via Tobit was being increasingly chosen and facilitated the daily cooperation with the internal sales department in Münster. »Only on the street, where the field service naturally frequents all this isn't available«, remembers Pollmann. »Therefore when the colleagues drove to the customer they called the central office by mobile phone from the parking lot before entering, in order to have the current status.«

### Web and Mobile phone

In order to ensure the connection outside the office as well, Pollmann tried it with Blackberrys. The E-Mail-connection to Tobit worked immediately, also the customer addresses

»When we connected the first field sales offices to our central computing system we intended to get to grips with the mountains of paper«, remembers Herbert Pollmann,

*„Instead of carrying catalogues and long lists under their arms Weicon's sales representatives travel to the customers just taking a Blackberry in a bag with them“  
(Dr. Andreas Tergler)*

- Customer and problem:** Mobile ERP-connection for field service at Weicon GmbH & Co. KG, Münster
- Solution:** InterSystems' Caché Server Pages (CSP)
- Service provider:** globalerp.de gmbh, Hamburg
- Equipment:** 25 Blackberry devices
- Implementation period:** within 4 weeks
- Advantages:** Acceleration of sales process, satisfied customer and better service

were quickly synchronised with the Blackberry. **globalerp** therefore was supposed to enable ERP application from the Blackberry.

For the software developer the solution was in InterSystems' Cache-Server-Pages-Technology (CSP) which is based on **bertaplus**-system. »Back then the change to the Web interface was in full swing«, remembers **globalerp**-project manager Karsten Preuß. »With the CSP-technology chosen for this purpose we were also able to use the Blackberry.« A new CSP-surface including the functions required for a mobile user was created in about four weeks which is specially optimized for the small screen and completely dispenses with the use of graphics. »The most important for us was that the additional user interface didn't mean a new code basis, which we would have had to maintain separately«, says Preuß. Classic **berta**, new **bertaplus** and the Blackberry-Version **bertaplus** Mobile Solution setzen, all these use identical application logic. Also behind the Blackberry-surface a refined authorization

administration makes sure that each representative has access only to his customers' and clients' data, which are activated for him.

Furthermore despite the minimalist operation all known functions are available to the users. »Instead of simple lists you receive an interactive application«, explains Pollmann. »If somewhere invoice numbers appear, you just have to click on them and immediately you will be shown all details.« As a pleasant side effect he confirms, that a special software doesn't need to be installed and that data are not stored on it. Even if one device gets lost, sensitive customer data cannot fall into the wrong hands.

### On site on the ball

Pollmann's and Preuß' team used a test of the new Blackberry-application in the internal sales department, in order to further refine the surface and to correct some errors. So the software had already matured when the first sales representatives received their devices.

From the first display of the master sheet through open orders and product group turnovers up to invoices and receipts of payment in their view all information requirements have been met. »Step by step the Blackberry has established itself in customer meetings, in order to access delivery periods and customer-specific prices«, reports Pollmann. In comparison with a notebook this device can go into service much faster and it hardly disturbs the direct customer contact.

Finally all 25 sales representatives have been equipped with the new Blackberry-generation. Meanwhile the devices are used by senior management and purchasing field service.

Since application was prepared for multilingual use right from the start, it is available also in English now, already 6 staff members are linked.



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