

Customer Case Study

Lovato Electric, Stourbridge.



Lovato Electric Ltd is a subsidiary company of Lovato Electric S.P.A. which was originally founded in 1922 and is headquartered in Italy. With UK operations based in Stourbridge in the heart of the West Midlands, Lovato manufactures and distributes energy and automation products to customers throughout the world.

Lovato prides itself on both the quality of service provided and the quality of their specialist products. In order to achieve this, Lovato has built up a strong IT infrastructure and has chosen Integrattech to provide and support its IT requirements.

“We chose Integrattech as they offered both the implementation and ongoing support of SAP Business One.”

**David Whitby, Managing Director,
Lovato Electric Ltd.**

www.lovato.co.uk

Overview

Being a manufacturing and distribution company, it is paramount to Lovato Electric to have reliable and flexible business software that can be tailored to meet their specific needs.

Lovato Electric relied on an outdated order processing and stock control software package that they found was not flexible enough and lacked necessary reporting tools. With a number of international branches, Lovato Electric needed a software solution that could be supported worldwide and offered regional legislation capabilities. They initially considered updating their existing system to the latest version but decided to review the market first.

SAP enterprise software had already been implemented at Head Office with great success which prompted Lovato to start rolling out Business One to subsidiary branches. Integrattech were already supporting Lovato Electric's IT infrastructure so were the natural choice of company to carry out the installation.

The result of the installation has meant Lovato Electric now have a powerful and integrated Enterprise Resource Planning solution that meets all of their company needs. This will allow them to move forward and focus on future growth strategies and not have to worry about an outdated and unreliable network.

The Solution

After a full site audit, it was decided that prior to the SAP Business One installation a full system refresh would be of significant benefit to Lovato Electric. Hardware installed included computers for the management team and 2 powerful new servers. The updated infrastructure means SAP Business One can run to its optimum performance and system outages will be greatly reduced.

One of the key reasons that Lovato Electric chose SAP Business One to replace its current business system is due to its ability to be customised. “We were looking for a fully customisable business system that would allow us to make changes in-house without incurring costly bills from software companies. SAP Business One was the solution of choice due in part to its extensive customisation options.” Comments David Whitby,

Managing Director of Lovato Electric Ltd.

Lovato Electric found their old system lacked reporting options so they were unable to see a clear overview of how the business was performing at various levels. SAP Business One allows for customisable dashboards that allow them to see exactly what information they require at any time. David comments “We have been very impressed with SAP Business One so far. Integrattech did a thorough job of installing the software and training staff up to be ready for the installation date. The accessibility of information is much improved with our new system; we can easily get an overview of how we are performing at any time.”

Lovato Electric found in recent years that they were spending a huge amount of time dealing with faxing and emails. Integrattech has recently added desktop faxing and Spindle for dealing with bulk emails. This has proved to be very successful and has saved the business valuable time.

The Benefits

SAP Business One has brought many benefits to Lovato Electric. Lovato has been able to streamline operations and greatly reduce errors due to now having one integrated system that is used throughout the business, across multiple branches and departments. SAP Business One is the ideal solution for Lovato who have multiple branches throughout the world. The application can be easily changed to other languages and has full local legislative compliance in 40 countries.

SAP Business One has allowed Lovato to respond quicker to customer needs by having a strong Customer Relationship Management solution embedded into the system to increase sales and support to enhance the customer satisfaction experience.

Lovato consider Business One as a real investment and have forecasted that it will help them to lower technology costs by allowing them to make changes in house, giving scalability options and minimising user training due to having one system for all requirements.