



**softone**

# REFERENCE BOOK



# Services

# Services



Service One S.A. is a 99% subsidiary of Fournalis Trade S.A. and a member of Fournalis 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 360 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.



Company Name:

**Service One  
(Fournalis Group)**

Industry:

**Home Appliances  
Service**

Deployment Country:

**Greece**

Soft1 Solution:

**Soft1 Cloud ERP**

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





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.



Company Name:

**Alpha Bank**

Industry:

**Banking**

Deployment Country:

**Greece**

Applications Replaced:

**Legacy system**

Soft1 Solution:

**Soft1 ERP**

Implementation:

**SoftOne**

**Technologies S.A.**

## Key Benefits

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



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 US headquarters. 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.



Company Name:

**Ernst & Young**

Industry:

**Professional Services**

Deployment Country:

**Greece**

Applications Replaced:

**Legacy system**

Soft1 Solution:

**Soft1 ERP**

Implementation:

**SoftOne  
Technologies S.A.**

## Key Benefits

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

# Services



**UNTRR** (the National Union of Road Hauliers from Romania) is an employer's professional organization non governmental, independent, apolitical, 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. Soft1 provides on-line and real-time data, through a friendly graphic interface and easily - customized features. Soft1 ERP is the best solution adapted to their needs and offers UNTRR a complete administration of all internal process.



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



**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 (efficient redefining of the partners, real-time access to the clients' situations, client's classified list connectivity, client's balances with PocketBiz), accountability (for example, more efficient invoicing activity), distribution, BI (Business Intelligence) 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.



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



# Services



Hidraulica is a company that has operated on the Romanian market since 1998, one of the major companies involved in mobile hydraulic equipment repair and maintenance. Currently, 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 needed, under the pressure of time, 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 connects remote to a common database. Implementing Soft1 ERP increased efficiency in developing business processes and also reduced time for recording commercial documents.



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





# Distribution



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.



Company Name:

**JTI Hellas**

Industry:

**Tobacco Industry**

Deployment Country:

**Greece**

Applications Replaced:

**Legacy system**

Soft1 Solution:

**Soft1 300**

Implementation:

**SoftOne  
Technologies S.A.**

## Key Benefits

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

# Distribution



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.



Company Name:  
**DHL**

Industry:  
**Logistics –  
Courier Services**

Deployment Country:  
**Greece**

Soft1 Solution:  
**Soft1 ERP**

Implementation:  
**SoftOne  
Technologies S.A.**

## Key Benefits

- Service cost controlling automation
- Strong reporting subsystem
- Efficiency in business operations
- Increased speed of operations
- Reduced operational 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 pointAccess, 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 as their IT system was represented by the powerful customization tools, in order to meet the needs required in business operation. 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 (commercial, financial, accounting, human resources, logistics, legal, etc) is centralized in one database.



Company Name:

**Oscar Downstream**

Industry:

**Wholesale Diesel  
Distribution**

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



**Secpral Pro Instalatii**, having its headquarter located in the heart of Transylvania, in ClujNapoca, is presently one of the most important importer & supplier of heating and sewage materials. Secpral Pro Instalatii, 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, Soft1 ERP providing Secpral simplicity and flexibility in analysis and reporting. With Soft1, 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.

Company Name:

**Secpral Pro Instalatii**

Industry:

**Heating and Sewage materials Distribution**

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

# Distribution



Onedia Distribution is a distribution 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

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 establish more efficient processes, increase customer service, reduce inventory, minimize operational costs and reach smarter buying decisions. 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.



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, such as Word, Excel, Outlook, etc





# Manufacturing



Provet A.E. 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 trademarks 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 multiple cost controlling models enables the automatic allocation to cost centers with no requirements for additional processing.

Manufacturing



Company Name :

**Provet**

Industry :

**Veterinary Products**

Deployment Country:

**Greece**

Applications Replaced:

**SAP**

Soft1 Solution:

**Soft1 ERP**

Implementation :

**SoftOne  
Technologies S.A.**

## Key Benefits

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



**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 time for 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.



Company Name :

**Danone**

Industry :

**Fresh Dairy  
Products**

Deployment Country:

**Greece**

Soft1 Solution:

**Soft1 ERP**

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





**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 and the reason - this solution manages all the financial aspects of the business, the accounting and management reports facility offering the possibility to correctly allocate and analyze costs; includes a complete fixed assets module, as well as features for budget administration . Soft1CRM-Sales and Marketing module administrates all information related to potential and active clients, manages marketing activities, and 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.



Company Name:

**Blue Sys**

Industry:

**Electronic control systems**

Deployment Country:

**Romania**

Soft1 Solution:

**Soft1 ERP**

Implementation:

**Aliat**

## Key Benefits

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



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 than 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, top management. The real advantages obtained by implementing Soft1 ERP are concluded in the following functionalities: complete overview over the entire business flow (management reports: sales forecasts, sales volume, leads, objectives achieved, etc), project management 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.

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
- Increased productivity
- Project management
- User friendly interface



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 electromechanical 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 we 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. Soft1 ERP fully covered all Prym Fashion production needs: 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 such as: Microsoft Word, Microsoft Excel, Microsoft Outlook, etc. Therefore, the existence of all necessary instruments in a single integrated platform lead to increased efficiency and cost reduction.



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



# Retail





**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. Alouette offers 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 supporting specific 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.



Company Name:

**Alouette**

Industry:

**Kids Apparel**

Deployment Country:

**Greece**

Soft1 Solution:

**Soft1 300, CRM**

Implementation:

**SoftOne  
Technologies S.A.**

## Key Benefits

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



**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:

**Moustakas Toys**

Industry:

**Toy Stores**

Deployment Country:

**Greece**

Soft1 Solution:

**Soft1 ERP**

Implementation:

**SoftOne**

**Technologies S.A.**

## Key Benefits

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

## 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, we 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 adapt each report within the application, each export file as well as the print format, according to specific retail requirements. Each user has the possibility to define gadgets with useful information that everyone can view by accessing the application.



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