

W&H choose the **NAZDAQ**® solution to E-mail from Infor ERP LN

An interview with Josef Nobis, the Infor ERP LN project manager at W&H Dentalwerk in Austria

The Austrian company W&H Dentalwerk Bürmoos GmbH, with its head office in Bürmoos near Salzburg, is one of the leading suppliers of dental precision equipment globally. With over 800 employees throughout the world, W&H exports more than 95 % of its products to over 80 countries.

W&H implemented Infor ERP LN in May of 2007. The following is an interview we conducted with Mr. Josef Nobis, who lead the 11 month project to implement ERP LN.



The Infor ERP LN project team at W&H. Josef Nobis is first from the right

Q - How did you get to know the NAZDAQ tools?

A - After the installation of BaanIV in the year 1998 we looked for a tool to be able to send PDF business documents by email. We found a smart and nice tool in the B2Email suite: B2Email Standard, B2Email Plus and Baan Mail-Merge.

Q - What were your needs that were met in the Baan Mail-Merge product?

A - We generate Purchase Orders in a batch job and send them automatically to our suppliers by E-mail. This works very well with Mail-Merge.

Q - What was the alternative to Baan Mail-Merge solution? Why did you choose Baan Mail-Merge?

A - In our pure Windows environment we found no useful alternative. Mail Merge supplied exactly the function, which we needed.

Q - Do you have other uses for Baan Mail-Merge?

A - In addition to dispatching orders to the suppliers, we also E-mail production papers directly to the appropriate production team.

Q - You upgraded to Infor ERP LN lately. Can you tell us a bit about the project?

A - We needed a modern ERP software for our new enterprise processes and therefore we decided to install Infor ERP LN as a rollout to the whole W&H group. The project took 11 months and since 2nd May 2007 we are live in the production environment.

Q - Are NAZDAQ tools part of the LN installation? In what way?

A - As a part of the ERP LN Installation, we installed B2Email Standard, B2Email Plus and Baan Mail-Merge on the server, with no client installation necessary. These products are now working for our LN users in Webtop.

Q - Based on your experience through the years: how do you find the support given to you by NAZDAQ?

A - We now have several years of business contact with NAZDAQ and have thereby always had good experience with them. They were always flexible enough to solve our special requirements.

Q - Did you have any difficulty dealing with NAZDAQ?

A - Although the company is not located in our area and the NAZDAQ people never visited us, but the reaction speed was always satisfying and very high on our needs.

Q - What do you think about NAZDAQ solutions in relation to its pricing?

A - The NAZDAQ tools are reasonably priced and function problem-free once installed.

Q - What are the benefits of having an active maintenance contract with NAZDAQ?

A - Due to our service contract we can use the newest versions at any time and receive perfect support.

