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“The fully integrated ERP system contains thousands of customer and contact data and is an essential business tool. All important business information is linked. We now have an efficient business database based on real-time data without any overlaps or inconsistencies.”

Dr. Geert Opdenbosch, CFO and Kurt Vandormael, Senior Accountant, EFQM



EFQM builds on excellent processes using SAP Business One

EFQM® wants to offer a blueprint for organisations throughout Europe and beyond to emulate a culture of improvement and innovation. The foundation organises training, shares knowledge and facilitates an international community on the EFQM® Model (i.e. a holistic model encompassing operational and business excellence). Since 2005, SAP Business One has been the pivot of the organisation. All core processes are controlled and carried out using SAP Business One.

OBJECTIVES

- The Dutch and Belgian branches worked with separate business information (systems and databases).
- The monitoring of operations and follow-up administration needed to be improved.
- The organisation opted to consolidate all data in a single centralised solution.
- Need for a powerful, integrated system that wouldn't be too 'oversized'.

WHY SAP AND VIGOR

- SAP Business One was a perfect fit® for EFQM®
- A single database that prevents overlaps and inconsistencies.
- Seamless integration possible with webshop and website.
- An affordable and scalable solution for SMEs with an astonishing range of functionalities.
- SAP was a household name and the convincing demo provided the finishing touch.

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version of the actual situation;
all important data stored in a single system

EASILY
manage customer loyalty, sell content via the website/webshop and available in virtual or print versions

BENEFITS

- Increased cost effectiveness and efficiency since, among other things, EFQM® publications can be ordered online and data is immediately forwarded and printed by the printing company before being sent to the customer.
- Among other benefits, the sales cycle of the EFQM® portfolio can be contained within a single integrated system.
- Selling content is easy thanks to smart integrations with the webshop (virtual or printed).