

herbert

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“To continue to be successful in a market in which companies can easily switch suppliers, SAP Business One was an essential step. We can serve our customers better, unburden our suppliers and increase our own profit margin. That’s a win-win-win situation.”

Ludwig Braeckman, Managing Partner, Herbert Machines



Herbert Machines creates a win-win-win situation with SAP Business One

Herbert Machines represents leading machine manufacturers in the Benelux. The agency made its name by supplying solutions to the textile industry. In the meantime, recycling companies and plastics manufacturers come to the company for machines and spare parts. Vigor helped Herbert Machines to create a win-win-win situation using SAP Business One.

OBJECTIVES

- A Swiss machine manufacturer asked if Herbert Machines would like to take over the customs clearance of machines.
- Herbert Machines wanted to optimise and simplify the entire spare parts supply process.
- Everything was done by hand, which was error-prone and took up a lot of time.
- Herbert Machines wanted to serve both customers and suppliers better, and reduce the error rate at the same time.

WHY SAP AND VIGOR

- SAP Business One met Herbert Machines’ needs and requirements perfectly.
- The extensive package was not only flexible but also future-proof and offered plenty of room for growth.
- Vigor’s sector knowledge, empathy and thorough approach helped to build trust.
- Many of the machine manufacturers for which Herbert Machines works use SAP themselves.

BENEFITS

- Greater customer satisfaction because the current status of orders is always transparent.
- Herbert unburdens suppliers by relieving them of all dealings with customs authorities.
- Suppliers no longer send numerous boxes of spare parts but bundle everything into combined shipments which Herbert then clarifies, processes and delivers to customers carriage paid.
- Reliable, stable and business-secure solution that eliminates errors.

400%
more efficient: one person
now does the work for
which Herbert Machines
used to need four people

PERFECT
documentation,
from ordering to
delivery