



# Outgoing documents adapted to our local offices' requirements

## Overview

### ■ Challenge

To handle output in many variations and languages from a central European ERP solution.

To secure an easy maintenance of customer facing documents

To archive invoices and other outgoing documents with web based access from multiple locations.

### ■ Architecture & Software

AS/400  
Lotus Notes  
MicroSoft SQL Server

### ■ Solution

AutoFORM LaserNet  
AutoFORM Archive

### ■ Why AutoFORM?

PON chose AutoFORM LaserNet as it was easy to use, and would provide email document distribution and online archiving, in addition to electronic form creation.

### ■ Key Business Benefits

Presentable documents

Documents applied to local languages.

Improved communication between the company and their customers

Fast online access to document copies.

### ■ Is it For You?

AutoFORM LaserNet is suitable for all companies using ERP and other IT solutions, where you need multiple document variations without the expense of pre-printed stationery. Email, fax and xml distribution and online archiving facilities can be added on request.



### Aleksander Haupter, Systems Administrator for the Pon Equipment Group comments on their recent implementation of AutoFORM LaserNet

"To be frank, before we had AutoFORM LaserNet, the documents coming from our ERP didn't look very good. We were limited to a courier font, we couldn't add graphics and had to rely heavily on pre-printed stationery to add colour, design and more importantly the regional address. This meant that we had to have 100 different sets of stationery for each of our offices: which proved very expensive to replace in the event of a telephone number or a logo update.

This is why we have implemented AutoFORM LaserNet solutions in Holland, Denmark, Sweden and in Norway. AutoFORM LaserNet transforms the ERP output into over 80 different document types, with variations to meet the tax and cultural needs for each country - and indeed for some specific customers."

Pon Equipment A/S is a part of the Dutch PEPS-group and is the appointed exclusive distributor of Caterpillar earth moving and power generation equipment in Netherlands, Sweden, Belgium, Norway and Denmark.

## Output & Document Management

### Background

Aleksander Haupter continues: "All our offices in Belgium, Holland, Denmark, Sweden and in Norway are connected to the main server system located in the Solution Centre in Belgium. In Denmark alone, there are more than 260 users."

The AS/400 Main Server in Belgium is tailored to the whole groups' requirements. However, Aleksander Haupter realised a few years ago that this was giving Pon Caterpillar a few problems. "Within our ERP system all types of invoices and credit-notes for instance are constructed in the same way across all the Group companies. However the nature of the Pon

Equipment product sales meant that we had very specific requirements for our documents in terms of data fields, page positioning, number of copies to print and a few other differences. To create separate print runs for PON Caterpillar would have proved to be extremely expensive without AutoFORM LaserNet.

### AutoFORM LaserNet in four countries

AutoFORM LaserNet gives us the ability to produce documents to meet each of our offices specific requirements. The set up is quick and easy to do: we can add colour, logos, equipment illustrations, insert specific data fields (such as a discount or a tax requirement) text elements - such as a marketing message and all of this is positioned precisely where we want it to appear on the page.

Once converted, AutoFORM LaserNet distributes the documents to one of the eighteen printers located in the various PON offices. All printers have three paper trays and AutoFORM LaserNet directs the print to the appropriate tray, for example high quality paper for customer copies and recycled paper for copies - this is all very easy to setup in AutoFORM LaserNet.

### It is easy to manage changes

Aleksander Haupter continues: "Our document requirements are quite complex, so I need to think about a lot of details when defining a new document and converting from a data record. However, AutoFORM LaserNet makes it easy to do and the results always look attractive". What is more if we ever have to make a change, say setting up a new bank of documents for a new sales office - AutoFORM LaserNet allows us to do this extremely quickly.

### Group Access Online Document Archiving and Viewing

AutoFORM LaserNet also sends a copy of each document produced to the Archive. In Denmark, by law invoice copies must be kept for 5 years and the Government prefers these to be kept electronically to curtail paper waste. Whilst PON



Caterpillar have used an AS400 electronic archiving product for sometime, switching to AutoFORM LaserNet has meant that they can now view documents from a web-browser, which means that they can give access direct from people's desktops, rather than dedicated computers. The integral AutoFORM LaserNet archive, also automatically indexes the document using data found in the document, which means that they can search for documents on virtually any indices that they choose: for example, name, data, document type, reference, product code and so forth.

Documents are stored on servers in each country, however access is granted on a Group basis. This means that Group

Managers and Directors can view invoices and other related documents for each business unit, from the convenience of their office, even though they may be based in a different country.

### Excellent Technical Support, but we rarely need it

Aleksander Haupter is also satisfied with the technical support he gets from EFS Technology:

"In our Group it is mission critical that we do not encounter break-downs in our document flow. If we get any problems then it is crucial that we get immediate technical support from EFS Technology. Fortunately it is rare that problems occur but if we do, EFS are always there to help."

Pon Equipment was the first company within the PEPS group to implement the AutoFORM LaserNet solution. Since then AutoFORM LaserNet has been rolled out to other parts of the group and is now supporting each company in Belgium, Holland, Denmark, Norway and in Sweden.

**Pon Equipment** A/S has offices in Brøndby and in Århus and they market Caterpillar construction machines whilst Pon Power's offices in Esbjerg and in Hvidovre markets engines and turbines for ships and for power stations

The entire Pon group consists of 20 companies and more than 7600 employees. All companies in the group use the same AS/400 based ERP system.



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