



CHAMBOST

Customer
testimonial

E^{TS} CHAMBOST

The CHAMBOST company, materials trader in Romans-sur-Isère, has chosen COPILOTE as their new ERP. A bold move for a company developing in this sector still little covered by INFOLOGIC. Discover how COPILOTE answers to the specific problems of this business with the testimonial of Frédéric ROSTAING, Chief Information Officer.

A business-oriented solution

Trade of materials
33 M of Euro of TN
120 employees
4 sites

INFOLOGIC has found an answer for two important problems of the CHAMBOST company.

The specificity of countermarks

The product references of the company are unusual, Mathieu FALCIONI explains, important part of the project. « We have various references, with two categories : the standard products and countermarks. Each time a customer order is entered with supplier items, a supplier order is immediately generated. Make use of acquisitions and sales tracking statistics. View all the orders of sales to deliver with a parallel on the progress of procurement accounts with suppliers, and vice versa. We leave no room to error. ».

The estimates management

« We wanted to preserve our estimate management software. The fact that this software was independent of the rest represented a problem, as it was necessary to enter the data again in COPILOTE. This represented an important time and a great error risk of the data recollection. INFOLOGIC offered an interfacing solution with the software, thus all data being automatically recovered in COPILOTE. This helps us save precious time », gladly claims Frédéric Rostaing. Not only does INFOLOGIC offer a modular ERP with COPILOTE, but thanks to its development teams, it also knows how to make itself available to its customers, based on their constraints.

The winning choice

Despite the fact that INFOLOGIC was not yet a specialist of the materials trade, CHAMBOST was seduced by the technology, geographical proximity, but mostly about the editor's capacity to manage additional developments. « We were surprised by their reactivity when holding a demonstration on a test base almost identical to our business ». Subsequently, INFOLOGIC's adjustment capacity was confirmed with the implementation of an interface between COPILOTE and the external estimate management software : « our data are automatically overwritten in COPILOTE. We save a lot of time and avoid any entry error. This point was essential for us. ».

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- Increased performance thanks to a solution taking the business features into account
- Improved productivity thanks to the enabled information distribution, in real time, in the company
- Increased efficiency thanks to the process computerization

business ^{technology}
reactivity ^{proximity}

complete
open

A smoothly deployment

The geographical proximity of the two companies has provided a real flexibility for setting up the new system. « The planning of the days was scalable and the teams very receptive ». Frédéric ROSTAING has also appreciated that the company's employees could continue their activity normally, during the installation. « We couldn't expect better » he confides. Finally, he adds that the data recovery was prepared and managed with a lot of professionalism from INFOLOGIC, an aspect on which the other editors could not decide during the consultation.

« With COPILOTE, we have less limits in the improvement of our process.



An optimized customer relationship management

« Thanks to COPILOTE CRM we have significantly improved our customers relationship. The tool allows to make available all the customer information. We save time thanks to data centralized in a one and single software. », notes the CIO. This is essential for a multi-site company. « The internal and external communication is improved and this is noticed by our customers. For a better control and reactivity, we have chosen Mobilogic, CRM mobile version. The module enables us to enter the reports remotely », finally adds Mathieu FALCIONI. Several features are also available, such as the order entry, the litigations management... All these remotely.



Area of the solution for 80 users :
acquisitions, sales, stocks, accounting, CRM, Mobilogic,
Decision making, Internal messaging, Documentary
management, Intranet Portal, administrative CAM modules.

Perspectives

The CHAMBOST company is about to finalize the choice of new features : first of all, the geolocation for optimizing the round trips and improve the return of transportation documents with the assistance of DN management on tablet. The company also plans to implement merchandise receipt warnings. Once the merchandise received is entered, a SMS will be automatically sent to the customer for informing him about the arrival of his order. Finally, a reflection is in progress for setting up the EDI module of COPILOTE in order to manage EDI relations with the suppliers for the purchase orders.

It is with great interest that INFOLOGIC monitors the evolution of its ERP for always satisfying its customers.