



"Owing to implementation of Comarch CDN XL and Comarch Mobile systems, we have considerably accelerated all the processes taken place in our company. Our warehouse was until recently working 24 hours a day. Currently, we work half that time while selling much greater quantity of our products. We decided to deploy Comarch CDN XL system, because Comarch reacts to our individual needs by introducing expected functions to new software versions."

– says Krzysztof Porębski, President of the Board of Biuro-LAND Sp. z o.o.

About the company



Biuro-LAND group is a capital company operating on the Polish market in office supplies and service industry since 1995. We deal with comprehensive service of business offices. We deliver to our clients all products necessary to run each business office within 24 hours from placing an order. Our product offer covers over 22 000 carefully selected products, beginning from stationary to consumables and equipment, such as copiers, printers or fax machines.

Part of these products is included in our original product catalog which is released each year. We have our own service of copying and printing machines, both guarantee and post-guarantee service repairs. We are an authorized representative of Sharp, Konika Minolta and HP brands. We concentrate our business operation mainly on the territory of Silesia and Lesser Poland.

Business situation prior to system implementation - challenges

As most companies, in the beginning we were running our business using a DOS-based program. It was Comarch Klasynka software, commonly known as F++. As our business was growing, the software was of course becoming less and less satisfactory. We kept adding to it various sort of applications as possible, such as route report or location in a warehouse. All those add-ons improved our work only temporarily to shortly become, nevertheless, deficient.



In 2005 we decided to change the software. We were deliberating on two systems, a foreign one and Comarch CDN XL. Due to similar functionality of processes we were interested in, we decided to deploy the product of Comarch company. It was not only a lower price that was of importance to us, but also a

professional customer service which is necessary during properly conducted implementation. From the very beginning we knew what functionalities we expected from the new software. We had clearly specified organizational procedures and we wanted them to be fully managed by the system.

Solution

We have been working with the use of Comarch CDN XL system since 2006. A lot has changed in our company since then. We changed multiple times the processes which at first seemed to be satisfactory for us and kept adjusting them to continuously growing market requirements and to our company's needs as regarded improvement of internal organization.



Currently, we are working on three separate warehouses and several additional ones, such as service repairs warehouse or complaint warehouse. We execute all trade-organizational processes with the help of Comarch CDN XL system. Our company is divided into separate departments, each of which has its own procedures supported by the software.

Our **Telemarketing department** is responsible for servicing customers by phone and for processing of customer's orders. Details of a quote and other settings are entered directly into the system. The top clients are serviced through Customer Panel platform. What is important is that a customer service consultant does not have to enter again the data into the system, he or she only automates an order which is automatically submitted to Comarch CDN XL system and then processed in Mobile Warehouseman application. This solution streamlines our daily work considerably.

The **main warehouse**, responsible for taking receipt of goods and assembling them for dispatch, receives information about each order. An employee processes in Mobile Warehouseman application a warehouse order generated on the basis of an order placed in the system. Owing to precise information, we may localize goods in a warehouse in no time. The software brings our daily work forward – e.g. more than one employee may participate in preparing one package. Intuitive interface of Mobile Warehouseman application facilitates our daily work. Apart from ergonomics, efficiency and speed of work of Mobile Warehouseman are also worth to emphasize.



The **Orders department** is responsible for ongoing maintenance of stock levels in separate warehouses. We are able to process orders of our customers within 24 hours owing to support of Comarch CDN XL and Mobile Warehouseman software. Orders to vendors are generated

automatically on the basis of item standards. The option verifying correctness of deliveries, that is detecting of surpluses or shortages in deliveries improves the use of Mobile Warehouseman.

The **Cash&Carry department** is, among others, a self-service 500 square meters unit of retail sales, which in Comarch CDN XL system constitutes a separate warehouse. We work among warehouses on the basis of automated warehouse movements. Goods stored in a dedicated sales unit have individual item standards responsible for maintaining of specified stock levels. Shortages are replenished in the first place from the main warehouse and then orders are generated to vendors.

Benefits

Owing to organizational changes we applied following the deployment of Comarch ERP XL and Comarch Mobile systems, the quality of our services has been considerably improved. Full integration as well as the impact on the system functioning are of importance to us. The benefits we have derived are measurable:



- Owing to Mobile Warehouseman, our employee is able to search for each item in a warehouse within 2 minutes.
- Previously, we spent each time about a week on the inventory process. With the use of mobile applications, now we are able to carry out an inventory within one working day without discontinuing regular sales.
- Optimal level of stored goods, precisely specified on the basis of information from Comarch ERP XL system, allowed us to reduce this level and speed up the rotation of goods by 20%.
- The use of mobile collectors allowed us to completely eliminate paper documents which once were being printing in our warehouse in large amount.
- After the deployment of Comarch software, orders are processed about 30% faster.

Apart from the logistics processes, Comarch CDL XL system supports other areas of our activity: among others: accounting, fixed assets, HR and payroll as well as customer relation management.

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