

Zelan reduces customer complaints by more than 50% thanks to SAP Business One



Zelan was founded more than 40 years ago as a company that produced plastic parts in a garage. Now, Zelan is one of the largest producers of plastic cutlery in Europe. The factory contains the most modern production lines that can guarantee fully sterile finished goods. Out of concern for the environment, Zelan focuses on multi-use products and will soon launch a new line of biodegradable cutlery.

Before:

- Zelan was using several different pieces of software and wanted to move to a centralized management system for the whole company.
- Lack of ability to monitor the flow of income and expenses in real time.
- Closing financial periods was labor-intensive and time-consuming.

Why SAP and CompuTec

- SAP Business One is fully scalable.
- SAP Business One's clear, intuitive user-interface.
- SAP Business One's report creation options (SAP Crystal Reports).
- With SAP Business One, it is possible to create custom authorization procedures for certain transactions.
- Key features such as MRP.

After:

- A 50% reduction in customer complaints due to process improvements made possible by the new system.
- Custom reports according to Zelan's precise requirements are readily available to all decision-makers.
- Full control and visibility of inventory and purchasing with custom authorizations for certain transactions.
- MRP features mean that the right components arrive in the right place at the right time.
- Improved service request management.
- Financial periods are closed more quickly and easily.

"We chose SAP Business One partly due to the advantageous quality to cost ratio. Unfortunately, our first implementation didn't go as planned. Then we met CompuTec. Thanks to their experienced consultants, we regained full control over the business."

Pawel Nowak, IT Manager, Zelan

More than

50%

fewer complaints

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