

CUSTOMER TALK



Integrated Business Process - Improving Customer Satisfaction



“That is why customer data is important. Who bought the product? Who are the users? With SAP Business One we are able to track those things.”

MOHAMMAD RIDWAN HUSNI
- President Director



Now, with **SAP Business One** as one of the main business infrastructure, PT Global Jaya Medika are optimistic to achieve the company vision, to become Indonesia's leading health equipment distributor.

PROBLEM

- ✓ Island base management process system
- ✓ Financial report takes time
- ✓ Inventory system that is hard and takes time to access
- ✓ Inaccurate data
- ✓ No customer data

SOLUTION

Management is willing to change the system so business process can be clear and controlled.

Modules used are Purchase, Sales Opportunities, Sales, Inventory, and Banking, Bill of Material for Template Item, Financials, and Service.

BENEFIT

- ✓ Real-time reporting & integrated data
- ✓ Ability to analyze, control, and take accurate and fast decision
- ✓ Able to real-time tracking the flow of goods through one system & receivables collection monitoring
- ✓ Cut business process
- ✓ Sales opportunity status is monitored and able to predict the amount of sales that could be followed up by any sales person

PT Global Jaya Medika (GJM) is one of the leader among few Indonesian companies in the health equipment business. Established in 2009, the company distributes imports and local made health equipment for specialists, hospitals, clinics, and universities. Now, as the business network has grown nation-wide, PT Global Jaya Medika is implementing SAP Business One as its business infrastructure backbone to optimize service quality.

Customer Satisfaction Oriented ●

PT Global Jaya Medika is focusing on three missions : product quality, continuously expanding, improving after sales service. To complete the mission, GJM requires a solid management system. GJM decided to partner with PT Soltius Indonesia (SOLTIUS), a subsidiary of Metrodata Group and implementation partner of SAP Business One with well know companies. The implementation took 3.5 months

There are eight integrated functions implemented in PT Global Jaya Medika, which are **Purchasing, Sales Opportunities, Sales, Inventory, Banking, Bill of Material for Template Item, Financials, and Service**. The Sales Opportunity feature, for example, can be used to monitor sales process (customer approach). With this module, the company is able to know customer interest to certain products, and the value that can be sold to customer. The module is also able to monitor each stage in sales. While with the inventory module, management could directly monitor the flow of goods. Every item has its serial number so status of each item could be known real-time. Customer service is important for the company. After buying a product, a customer will get installation, training, and repair if the product is damaged.

Choosing Soltius ●

Ridwan has no doubts when he decided to choose Soltius as implementer partner because of its reputation. Moreover, Soltius is a subsidiary of Metrodata Group.

During the implementation process, Soltius is able to deliver the best solution and willing to listen the problems.