



*“TAKE YOUR TIME FOR IMPORTANT THINGS”*



## ONE POINT WORKS

Are you really taking advantage of all the available options to adapt your company to the increasing demands of every day modern business life? Imagine that you have only one single, unified access point, which will combine all of the required applications, business processes and business relevant data; this single access point will improve and accelerate the collaboration between your employee's both internally and outside of the company borders; a single point of access which will increase the motivation and productivity of your team significantly and create space for you to fulfil your core business requirements.

In order for this vision to become reality, we design, implement and operate intelligently constructed portal solutions for middle-sized companies and electronic marketplaces for entire branches.

Experience the principle of “ONE POINT WORKS” and find out in the next few pages how this is possible with us, Itartis.



“GROWTH IS ONLY POSSIBLE  
BY INCREASING EFFICIENCY  
AND DEVELOPING NEW  
BUSINESS SEGMENTS.”

Stephan Zeidler, Trade Manager of Holzco-Doka in Niederhasli

## CASE STUDY HOLZCO-DOKA

Interview with Stephan Zeidler, Trade Manager of Holzco-Doka in Niederhasli

*When something is being built in Switzerland, the probability is high that the formwork systems of Holzco-Doka are being used. The company, based in Dietikon near Zurich, supports developers throughout Switzerland in projects using concrete, with its technical know-how and many years of experience and proven products. As a sales partner of the globally active formwork manufactures Doka however, an expansion into foreign markets is not possible. The company is only able to strengthen its leading position in Switzerland by optimally utilising existing resources and developing new business segments.*

*To explore more efficient possibilities, Holzco Doka has analyzed the potential for the optimization of their complete work processes in association with itartis. After successful test runs, the new staff process portal was released in December 2008.*

### Mr Zeidler, what the main sticking points hindertng your operational processes?

**Stephan Zeidler:** “We had repeated incidents of unnecessary misunderstandings and redundant processing. A classic example: A construction site in a remote valley or in the old part of a city is faced with very difficult access conditions. It can occur that exactly this vital piece of information gets lost somewhere, and on the day of delivery, the semi trailer truck packed with our special concrete forms gets stuck. This will result in delays and extra costs.

With the new user-friendly communications tool, which we have developed with Itartis, this type of information will no longer get lost. This will create trust with our customers.”

### How did you experience the implementation of the process changes?

**Stephan Zeidler:** “As a middle-sized company it was extremely important for us to find someone for this sort of task, who speaks our language. Itartis works in a very practice orientated manner, using concrete working processes, without losing an overview of the entire project. All employees have been involved in the re-design of specific processes.

As a result of the step-by-step implementation it is possible for the employees to provide feedback during every phase, for example if something doesn't function as expected. Suggestions for improvements are normally implemented in a very short time frame, which has an enormous impact on staff motivation.

Additionally, Itartis is able to take care of all the aspects involved in such an expansive project: This begins with the business administration side of things, and goes on to include the practical side of work processes, including the set up of IT and preparation of data centre capacity.”

### How would you rate the usefulness of the measures?

**Stephan Zeidler:** “Basically, in relation to computer supported processes the most important thing is that they work, they are easy to use and in the optimal case can be utilized with no prior training. I am convinced that my staff prefers spending their time on a complicated construction project, rather than search for data on a computer. Here, the tailor-made process portal solution provided by Itartis creates free capacity for each Holzco Data employee. Additionally as a middle-sized company we need to be very flexible and adaptable, in order to stay in business long-term. The interesting thing for us, with Itartis' process solution is their building kit principle. Whenever we see the need for action we are able to add new processes. For instance we are able to make available an on-line forum for our customers, where they can discuss specific problems relating to their building projects.”

## What effect has Itartis had on us?

- **Find instead of search:** A central web based document storage allows the joint editing of documents and object specific files (i.e. CAD drawings). Individualized, role based access rights additionally ensure that only authorized persons can read certain files or process these.
- **Quick processing of standard projects:** A reduction in processing time, from around 4 hours to 15 minutes = 94% optimization, for the ordering process of existing stock.
- **All tools required for a specific business process,** i.e. task lists, email, appointment schedules, customer data and customer documents, etc. are displayed collectively on screen for the respective employee.

# CASE STUDY

## SFS GROUP HEERBRUGG

*Interview with Reto Buchli, Head of E-Business & SAP Development of the SFS Group*

*The SFS Group, based in Heerbrugg, unites the building specialists SFS intec, SFS unimarket and SFS Locher under one roof. They not only sell inland but also to a worldwide market – tools, steel and construction products, fastening and form technology, chemical-technical products and fittings. In 2007 the more than 4.000 employees achieved a turnover of 1,334 million Swiss Francs. One focus of the group lies in the integration and support of their clients' supply-chain management processes.*

*In order to optimize cooperation along the process chains, in the various company areas. SFS evaluated the Groupware Solution eight years ago. A solution by Itartis was decided upon, which had already been implemented a few years previously by SFS Locher, quickly and at reasonable cost. The solution met the complex requirements of the CRM and took the importance of multilingualism into account.*

### **Mr Buchli, what was the main sticking points hindering your operational processes?**

**Reto Buchli:** "We are a market-orientated company, with countless customer based processes and interfaces. It is no longer sufficient to very politely answer customer calls, but at the same time have no access to the relevant data and documents. We have also made the experience that using email as a tool does not provide effective process support. Nowadays, the client expects more from the field staff than that they are a 'mobile ordering book'. In just the same sense, a client manager does not want to ask the accounts department by telephone in relation to the sales figures and payment behaviour of a client before a meeting. In addition, the inconsistency of data can result in uncertainty and errors, for instance when the mobile work stations have different information than the central server. The fact that these examples relate to the staff in the field, should also not obscure the fact that the entire company was affected."

### **What was your experience relating to the implementation of the partial projects?**

**Reto Buchli:** "The ease of use and the seamless integration into our strategic Groupware Platform Notes/Domino contributed significantly to the acceptance by our staff. A further important factor was without doubt the excellent cooperation from the Itartis staff. We profited from a good working climate and the stability of the team. You can well imagine what it means, when during a project new role holders keep emerging. In summary, we got to know Itartis as a flexible, customer-orientated company which implemented our wishes quickly, but who nevertheless still consider requirements such as standardisation, the possibility for expansion and comprehensive documentation with a long term view. The support takes place quickly, with little bureaucracy and at a reasonable cost. You could say that with Itartis we experienced the advantages of a large company with the strengths of a small one".

### **How would you rate the usefulness of the measures?**

**Reto Buchli:** "For projects like this, it is ultimately always the same criteria that count: The solution must support people in their daily work, processes need to be stable and the overall value must stand up to economic evaluation. These goals have been achieved.

Today we are in possession of the highest quality of data and user friendliness. A well defined system hierarchy and a sophisticated authorization model ensure that the master data maintenance takes place with the attention it deserves and the protection of data is guaranteed at all times. The necessary ad-hoc reports are ready in advance and created quickly. An archiving concept ensures that the extent of the operative data is always under control and that the requirements for the storage of documents are met.

Last but not least, we have the full support of the management: Collaboration is not a just a phrase at SFS but a strategic component for the servicing of our clients."

## What effect has Itartis had on us?

- **Ease of use and a seamless integration into our strategic Group Ware platform Notes/Domino contributed significantly to the acceptance by the staff.**
- **Efficient support during our daily work which also stands up to economic evaluation.**
- **A fast implementation of specific requirements with long term orientation for standardisation, the possibility to expand and documentation.**
- **The Itartis product "InaVis" with its 850 users is the most important base of IT strategy in the SFS Group, next to SAP.**

*"THE SOLUTION SHOULD SUPPORT PEOPLE IN THEIR DAILY WORK, THE PROCESSES MUST BE STABLE AND THE OVERALL SOLUTION MUST WITHSTAND ECONOMIC EVALUATION."*

**Reto Buchli, Head of E-Business & SAP Development of the SFS Group in Heerbrugg**



“ACCELERATE YOUR BUSINESS”



## WHAT WE DO...



*Business Process Innovation, comfortable, clearly designed, working environments that can be used intuitively, current and central data and information control with the real-time inclusion of clients and business partners are some of the performance features of our solutions.*

*Thus, we guarantee additional value for your company. Itartis will comprehensively support you, starting with consultation, to the operation of portal solutions and the hosting of your entire IT infrastructure – everything from one source. Our team has benefited from expertise which has grown from involvement in a great number of projects from a variety of industries. Thanks to our unique approach, we guarantee a tailor-made, quick and successful solution.*

### ***we enable market places***

In many industries internet portals create uncomplicated access to the services of several providers in one place. Just like in a marketplace, the client is able to choose from the overall offer, instead of laboriously looking for a new “shop” for each individual article.

As your partner for the successful set up and operation of electronic market places, we will represent your bundled industry knowledge in a professional technical infrastructure. We will support you with innovative ideas, subject knowledge and our rich expertise. By bundling your core competencies with our options, we will link together all of the key market participants.

The electronic market place creates a preferred meeting place for your existing and future customers.

### ***we develop enterprise portals***

In the same manner that electronic marketplaces bundle the services and offers of several companies across sectors, our enterprise portals provide role based and central access to all business processes, data, information and tools of modern work cooperation, for staff, business partners and customers. When building the portal we orientate ourselves on your business model, the tasks of the users involved and the requirements of C-Commerce. “Collaborative Commerce” stands for the close, finely tuned collaboration in real-time within the company and also beyond its borders. This approach forms the basis, for acting efficiently and economically throughout the value chain of your company.

ONE POINT WORKS

# WHAT WE DO...



## ***we simplify collaboration***

Cooperation shapes your working day; involving colleagues from various departments, external service providers, suppliers and your customers. With each one of these you will be in contact by email, telephone or instant messaging. The bombardment of queries challenges all of your employees on a daily basis.

We help you to get the current and future demands for cross company collaboration under control: In the Enterprise Portal all of your manifold contacts will come together. With simple function modules and a clear working surface our portals allow an intuitive operation.



## ***we optimize processes***

To be equipped for the rapid changes in the information age, companies need to know and analyze their business and production processes as well as their cross company procedures and adapt to ever new situations. Itartis supports you in all phases of the business process management life cycle:

- Strategic process management
- Process design
- Process implementation
- Process controlling



## ***we organize information***

Are you aware that employees spend an estimated half of their working hours searching for information – and only five to 15 percent reading it?\*

Our Enterprise Portal puts you in the position to be able to find work related content and documents instantly. The goal of our solution is the central filing of information irrespective from which program it was created and which it is retrieved by. You are able to exactly specify access rights to data for each user or user group – this provides security for your data and an overview for the users.

\* Source: Association for Information and Image Management (AIIM, John Mancini, 27 October 2008)

## What can Itartis achieve for you?

- **An increase in efficiency through simple, fast and focused cooperation**
- **An increase in efficiency through transparent processes, fewer errors and sustainable customer loyalty**
- **An increase in staff satisfaction provided by a simplified, pleasant working environment**
- **An improvement in Time to Market through the simple and fast adaptation of the changed business model into your portal**



## ***We provide access to infrastructure and tools***

Take advantage of all the Strategy-Fit options! Bring your infrastructure in line with your business goals – safety, reliability and economic viability. Utilize the newest technology to reduce the complexity of your IT and to free up additional capacity.

We support you with our extensive range of Managed Services and on request we will provide individual, complex infrastructures and offer qualified services for all levels of IT.

Our services range from the pro-active monitoring of servers to the complete outsourcing of your IT operation. You decide on the depth and extent of the external support. Successful approaches, such as software as a service, performance on demand and daily reporting, as well as usage based invoicing modules have long been reality and belong to our daily business.

\*Our entire range of services can be found on-line at: [www.itartis.ch](http://www.itartis.ch)

*“EVERYTHING IS  
SIMPLER TO MANAGE”*





*“FEEL PERFECT INTEGRATION”*

## HOW WE DO...



### **step by step to success**

In our solutions, we always keep your business goals in mind and adjust interactive organisational development and information and communication technology to your needs.

In the implementation phase we work with our unique method of Adaptive Iterative Prototyping (AIP). Put into other words this refers to a stratified, coordinated, solution development which gradually adapts to your needs on the base of proven prototypes. This ensures that our solution supports the specific requirements of your company and provides a perfect fit.



### **innovation in processes**

Reduce costs. React more quickly to changes. Identify problem areas immediately. At the heart of all process innovation is the continuous improvement of business processes. The modern design principle of

business processes is based on a holistic, system supported approach to planning, leadership and the continuous improvement of business processes. With business process management solutions, company internal processes are significantly accelerated, manual data input reduced and higher transparency is achieved by distributed activities. The end result is a significant increase in process efficiency and an increase in customer satisfaction. Itartis offers you a powerful platform for business processes, from business consultancy to technical implementation. With our industry expertise and methodologies we can guarantee the professional and successful integration of our Business Process Innovations into your company. Irrespective of whether it is a production, administration or service area: We create a tailor made solution for the implementation of your company goals.

# WHY WE DO...

Information and communication technologies are tools in the service of people – not vice versa. At Itartis we make it our business to facilitate with our solutions a pleasant and effective working environment for your employees, customers and business partners. Thus, we create personal space and motivation for innovative thinking.

We are convinced that working in partnership at eye-level, guarantees a fast implementation to meet today's demands on a platform which is open

to future developments. You are able to rely on your Itartis team 100% at any stage of development – from initial design to operation and beyond. Build your Enterprise Portals and electronic market places with us and ensure your success.

ONE POINT WORKS



*“BECOME A WINNING TEAM”*



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## SO WE DO

WE AT ITARTIS, STAND BY OUR WORD, CREATE TRUST AND ARE PASSIONATE ABOUT WHAT WE DO.

WE ARE INTERESTED IN PEOPLE WHO SEE CHANGE AS AN OPPORTUNITY AND IMPLEMENT THIS AS A TEAM.

WE ACT ON OUR OWN RESPONSIBILITY, CAUTIOUSLY TO ENSURE SUSTAINABLE SUCCESS.

WE WILL THROUGH OUR PERFORMANCE, EXPERIENCE THE COLLABORATION AS A NEW BENCHMARK AND AS A RESULT STIMULATE PERSONAL GROWTH.

WITH PRIDE WE ENJOY PRESENTING THE ACHIEVEMENTS WE HAVE MADE THROUGH TEAMWORK.