Client	Emerson & Cuming (a National Starch and Chemical Company)
	ICI Belgium N.V.
Product	DbForm
Industry	Manufacturing

Case Study

VERSION ONE 1

Emerson & Cuming...

Emerson & Cuming, part of ICI, are making dramatic cost savings by using DbForm from Version One. They needed a highly flexible forms system, tightly integrated into their ERP system, capable of producing complex, multi-lingual documents.

Rik van Hollebeke, Emerson & Cuming's Supply Chain Manager for Westerlo, Belgium, was responsible for moving Emerson and Cuming from their old in-house computer system to a full ERP system from SageTetra. "We needed to find a forms solution that would produce professional looking documents and in multiple languages and currencies, including adding Euros and Incoterms (world-wide standard for delivery terms). We also needed to print more than thirty different payment terms and conditions depending on the recipient, language and currency. Although we were aware that some solutions require the forms software to sit on a separate server, we felt that this could cause

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> **Supply Chain Manager**
> **Emerson & Cuming**

additional problems - including security and stability. In the chemicals industry, security is paramount and after looking at several options in detail, there was one solution which stood head-and-shoulders above the rest – DbForm from Version One. I was very reassured by the fact that Versions One's products are installed in hundreds of SageTetra sites world-wide, and that SageTetra themselves strongly recommend their products."

Rik explained, "Our requirements are very complex, due to our intensive export activity, demanding markets and the structure of our company. Emerson & Cuming are one of six companies within the Electronic & Engineering Materials Division of National Starch and has manufacturing plants in Belgium, Japan and the USA.

"We specialise in custom-formulated, high-performance polymers for electronics and engineering applications. National Starch is part of ICI worldwide and has over 100 manufacturing plants. Emerson and Cuming's head office in Belgium supports sales offices in six European countries directly, as well as the other manufacturing plants in Belgium, Japan and the USA. As you can imagine, the situation demands careful management of supplies policies and thus great flexibility in the software that we implement."

Extremely Powerful

"As Version One's products are tightly integrated into SageTetra, it was the ideal solution. DbForm automatically merges the data from SageTetra with a graphic image of the appropriate stationery and prints it to plain paper on laser printers. Our business requirements are very complicated, but DbForm does everything that we need - and more! We produce invoices, purchase orders and so on in 5 different languages – not only does DbForm print these documents with the country-specific statutory information, but also prints the column headings in the appropriate language, and even goes so far as to print the relevant terms and conditions on the reverse side in the appropriate language."

"It produces over 30 different payment conditions in 5 different languages. It also has calculation facilities so, for example, it prints Euro equivalents on all our invoices and local tax on our order acknowledgements – something that even our accounting software couldn't do. It provides us with the ultimate in flexibility.

"One of the main savings for us has been productivity – rather than use central unreliable impact printers, we now have low cost laser printers distributed throughout the organisation. DbForm prints out documents in the relevant department, which means that we save significant amounts of time by not having to distribute all the documents by hand. As DbForm merges the text from SageTetra with the appropriate graphic image, we don't have to worry about time-consuming alignment prints, nor do we need to ensure that the correct stationery is in the printer, as it prints to plain white paper. It also prints the requisite number of copies – for example, we only require 3 copies of an invoice for Belgium, but need 10 for exporting to India – DbForm handles all this automatically. DbForm also supports watermarks, barcodes, colour and duplex printing - primarily for terms and conditions."

Professional Image

Emerson & Cuming export throughout the world. Rik van Hollebeke is confident that, "As we continue to expand into new markets, DbForm will be able to cope with any future requirements – adding more languages and currencies, for example, is extremely straightforward. There is no limit to the number of forms that can be stored, and DbForm's scalability is incredible - it would benefit the smallest department to the largest company." Rik added, "To find the perfect solution as well as significantly reducing costs is astonishing. We have saved over £60,000 in the first year alone, as well as substantially improving customer service. Not having to print and collate documents has saved hours. Printing onto pre-printed stationery with a line printer used to take up to four times as long. Now the documents are crystal-clear and the beautiful layout presents a much more professional image. The documents are tailored to the exact requirements of the suppliers and customers, which has significantly improved communication and reduced queries.

"In the past, we have spent thousands of pounds a year on stationery for purchase orders, invoices, despatch and credit notes, packing instructions and certificates of conformance. As trading increased in more countries, stationery costs continued increasing. It doesn't bear thinking about the problems we encountered when our stationery or logos changed. Usually it meant wasted stationery, which was not only expensive but also environmentally unfriendly. As Supply Chain Manager, savings are important but you can't put a price on customer service and the environment."

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> **Emerson & Cuming**

Secure and Tightly Integrated

Rik continued, "The installation was very straightforward. The fact that DbForm integrates so tightly into SageTetra is extremely important – it meant that there was no end-user training at all. DbForm sits on our application server and is available to everyone. DbForm provides quick and easy document management. Obsolete forms can be disabled to prevent unauthorised or inadvertent use. New or amended forms are made instantly available to everyone."

Rik van Hollebeke concluded, "I didn't think that any document management software could cope with all of our requirements. We are so pleased with DbForm that I am looking to implement Version One's other products – specifically DbFax and DbMail to further enhance our competitive edge. I am also recommending its adoption throughout the whole of ICI. I can't recommend it highly enough."