

# Configit Quote helps Netstal

Configit Quote helps Netstal deliver accurate quotes, improve communication and increase SAP functionality.



From ice cream containers, to mobile phone cases and medical equipment, Netstal, based in Switzerland, makes the machines that make these products and many others – high-precision, high-speed plastic injection moulding machines. Their machines are massive, highly complex and can be configured in, literally, thousands of different ways. Despite such complexity, Netstal has achieved a time- and cost-efficient sales process with Configit Quote, the SAP-certified mobile sales configurator that is fully integrated into their SAP Variant Configurator (SAP VC).

An average sale at Netstal can take a year or more to close; mistakes made along the way are costly. “It costs a fortune to re-build a machine halfway through the process if it has not been configured properly,” says Dave Green, head of commercial software development at Netstal. “It leads to delays and angry customers.” A key success factor for Netstal is correct and timely communication between their sales people, who are out with the customers, and their engineers in the back office.

“Our engineers need to know exactly what the customer requirements are – it sounds easy, but in practice it is difficult to achieve,” says Dave Green.

In the past, sales people used a paper checklist and catalog. The specifications were then keyed manually into SAP. Mistakes were made too often, leading to delays and sales people using their time for corrections, instead of increasing sales.

To solve these problems, Netstal chose the Configit Quote sales configurator, mainly due to its seamless integration to SAP. With Configit Quote, which they run from their laptops, sales people can generate quotes based on product information in SAP in an interface with familiar Microsoft .Net components.

“We like the flexibility of the solution,” says Robert Isler, CIO, Netstal, “and the way Configit worked with us—they understood our needs and met our requirements. We built a prototype together and achieved very good results in a short amount of time.”

Implementation was on time and budget. Training took only 2 -3 hours and “our sales people love Configit Quote,” says Robert Isler.

Configit Quote extracts the entire SAP VC product model on to the laptop, which is synchronized when online. Netstal does not have to do double maintenance of product rules and knowledge, and their sales people know that product data and prices are always up-to-date.

As for support, “Well, we don’t need a lot of support now, that’s how good the solution is,” says Dave Green. “Of course, we needed some support during the start up phase, and the response we received from Configit was quick and competent. The support was great.”

## The key benefits Netstal has achieved so far with Configit Quote:

### Netstal sales people provide customers with quick and accurate quotes and configurations:

With the total integration between Configit Quote and the Netstal SAP system, up-to-date product rules and knowledge are easily accessible to sales people. A whole new line of communication opens up; sales people can capture customer requirements on site and create correct configuration and pricing. They can then transmit the customer requirements to the SAP system and eventually create an order.

### Netstal achieves a more time— and cost—efficient sales process:

Time and expense are saved with Configit Quote. "There are fewer errors in our quotes and configurations", says Dave Green, which results in a potentially shorter sales cycle and, therefore, more sales per headcount. "Production does not have to be interrupted, delivery is correct and on time, and customers are happy", he says.

### Configit Quote facilitates more efficient work processes for Netstal.

"Configit Quote has improved the way our people work together," says Robert Isler. "There is better communication between sales people and engineers; it facilitates the process whereby technical knowledge is easily pushed out to our sales people, from our engineers, and in turn, sales people can seamlessly push customer needs and product specifications back to our engineers."

### Netstal has seamlessly increased the functionality of their SAP ERP system:

Netstal gets much more out of their SAP system now. They have taken their back-office system and, in a real way, moved it up towards the front-office, making all the product information contained in SAP readily available to their sales people.

*"Configit are great guys to work with," says Robert Isler in conclusion. "They ran a very good project – they did what we asked of them and in good time."*



### Configit Quote is developed by Configit A/S

Configit is SAP Software Partner and headquartered in Copenhagen with a branch office in Palo Alto. More than 10.000 users in over 50 countries use Configit applications. The core technology - Virtual Tabulation™ - is based on extensive research in formal verification and constraint solving and uses mathematics to provide businesses with powerful solutions that are loved by the users.

### Customers include:

Grundfos, Netstal, Vestas, Schneider Electric Power Drives, LEGO, Psion, Novenco, Wirsbo, Lindab, Skako, Comessa, DHI Water & Environment, Dantherm Filtration, Arla Plast, SCAM Trucks, B&G Fencing, Winnie Paper, Danfoss, Logica and CCI Europe.

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