

SOFT FACTS **Rollenbau GesmbH**

INDUSTRY

Castors and wheels

CUSTOMER SINCE

1991

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SOFTWARE DEVELOPER AND DISTRIBUTOR

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PRODUCTS IN USE

- MD-Premium.NET ERP
- MD-Premium.NET Finance
- MD-Premium.NET
Time tracking

ADD-ON IN USE

- OLAP & Charts

SUCCESS STORY **Rollenbau GmbH**

In the castor business since more than 40 years

For over 40 years, company ROLLENBAU has been a successful family company that is at home wherever goods are catalogued, consigned, stacked, stored, assembled, shipped and prepared.

Goal is to simplify work for people. Products produced by ROLLENBAU optimally support the natural processes used when shipping goods and equipment.

With over 10,000 different castors and wheels in stock, the company has a product range that has proven itself in industrial and commercial use.

In addition to the undisputed classic items, the entire product line is being constantly supplemented and adapted to meet the latest demands.

However, this kind of product diversity requires competent and comprehensive consultation and this is ROLLENBAU's first priority. Castors are not inexpensive or expensive, but only suitable or unsuitable – and the task is to find the most suitable castor for each customer.

Expert and technically sound consultation, along with quick price quotes and delivery times, guarantee ROLLENBAU numerous national and international customers' confidence in them. Reliability in relationships creates trust and this is of utmost importance for the family company.

The company's consistent quality policy, the goal of which is a long-lasting service-free product that will benefit their customers, is also evident in their certification according to EN ISO 9001: 2000.

After recognizing the recent needs of their customers, ROLLENBAU will be able to fulfill them and cater to their future tasks.

Successful cooperation since 24 years

Initial situation

ROLLENBAU is a loyal and satisfied Multidata customer since 1991. 1998 the ERP solution MD-Professional, based on a Windows server, has been implemented.

In 2004 the company changed to the Oracle database-based replacement product called MD-Premium and in the year 2010 the frictionless and fast done implementation of the MD-Premium.NET solution took place.

Realization of requirements

Order processing

The sector of order processing is a very important part for ROLLENBAU. With help of the extensive and manifold functions of the software's order processing ROLLENBAU is able to manage orders fast and without difficulty.

A further important sales sector is the online shop, which is directly connected to the Multidata software.

By this way the customers are able to select from a various number of castors and other items and order them very comfortably online.

Due to the connection to the database the logged-in customer benefits from pre-filled order forms and an actual overview of previous orders.

Figure: Invoice with QR code at the item, which links to ROLLENBAU's 3D portal.

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Benefits

The burning desire after product images in several documents already could be fulfilled with the change to MD-Premium. With the upgrade to the .NET solution also a digital time recording could be realized, which is integrated into the ERP software and thus saves double input efforts.

Also the OLAP & Chart Add-on for viewing multidimensional analyses and reports could convince and is in usage at the company since 2010.

Comment by Karl Rosse II (CEO)

„Nothing is more consistent than the change“, said the Greek philosopher Heraklit already 2.500 years before. An early cognition, which nowadays has its validity more than ever.

After 9 satisfied years with MD-Professional at the beginning of the decision for the MD-Premium there was the demand to present our products also visually.

A picture says more than 1.000 words, as is generally known, and thus the item description at offer, order confirmation, delivery note and invoice is completed by the appropriate product illustration.

Enthusiastic customers, which not only have to rely on item numbers and which can identify products very easily at re-orders and also a small rate of return are worthwhile for the investment.

Furthermore helpful functions like for example pdf export, the possibility to search after extended criteria and also to start special selects are great advantages of this software.

We want to thank Multidata Software for the long-lasting support and accompaniment, the many ideas and realizations and wish good speed at the accomplishment at new challenges.