MULTIDATA
We integrate your daily business

SUCCESS STORY
TOPERCZER Gesellschaft m.b.H.

**SOFT FACTS
TOPERCZER
Gesellschaft m.b.H.**

INDUSTRY BRANCH

Weighing machines, food techniques and shop equipments

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PRODUCTS IN USE

- MD-Premium.NET ERP

- MD-Premium.NET CRM

- MD-Premium.NET Maps

- MD-Premium.NET Finance

- MD-Premium.NET
  Time tracking

ADD ONS IN USE

- OLAP & Charts

- Commercial register
  interface

With the keen sense of the customer's demands to a TOP company

Toperczer is one of leading Austrian outfitters regarding food techniques or IT solutions. In the sections of canteen kitchens, weighing machines, empties returning systems and POS systems the company has a longtime experience, which is continuously extended by an own software department.

Besides products of the own brand also devices of many well-known, international manufacturers like Mettler-Toledo, Convotherm, Manitowoc, Rhewa, Scharfen, Repant, Kronen, Euromatic, Fri-Jado and some more are distributed.

Toperczer's customers can access fast and reliable to a broad service offer, which ranges from advisory service to installation as well as support service - inclusive own calibration center for the weighing technics.

Along with the headquarter in Schwechat-Rannersdorf near Vienna, Toperczer also is reachable for its customers at Austrian-wide locations in the cities Linz, Graz and Wattens (Tyrol). Since some years the company has expanded its distribution activities to foreign countries – all neighbors of Austria now also are part of the large sales region.

Tradition and experience lead to success

Mr. Komm.-Rat Egon Toperczer founded an independent trade agency for selling weighing and food machines in the year 1948. In the distribution areas Vienna, Lower Austria and Burgenland in the beginning small industrialists got supplied.

In 1960 the first milestone of the company's history took place with establishing the location in Vienna (3rd district). Import of food technics and the first take-overs of general agencies followed.

With the take-over of company TEC's (today known as Toshiba) general agency in the year 1970 the powerful and innovative electronic price calculation weighing machines from Japan were available in Austria the first time. The success secured the company's growth, the location in Vienna had been expanded then.

At the beginning of the 80ies supplying food store chains like Konsum, Meinl and Billa was started. This leads in 1988 to expansion of the product portfolio by empties returning systems.

1993 the next big step to competence extension took place: to be able to offer customized software applications, an own software department was founded. To save the expanding options for the future Toperczer relocated the todays company headquarter in Schwechat-Rannersdorf in the the year 1998.

In the same year also the location in Graz was established, in 2000 the location in Linz followed.

Since 2002 Toperczer is certified according to DIN EN ISO 9001:2000, in 2004 finally accrediting as calibration center for scales took place – as one of the first weighing machine companies in Austria.

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High requirements to the business software

Toperczer not only demands a great deal of their products and customer service, but also for their used software system. This and its producer should be as innovative and always on state-of-the-art as Toperczer itself.

Only by this way the software is able to cover the increasing requirements.

On this account Toperczer's management decided for an ERP solution by Multidata.

At Multidata the service for the customer is as important as for Toperczer and they attach great importance on the realisation of individual customer requirements.

Therefore Multidata could offer the optimal solution for Toperczer after some software customizations.

Because Multidata is producer and distributor of the software, such adaptations are fast, uncomplicated and cost-efficient.

Survey of devices & services is essential

The evidence of devices is of course of great importance for the weighing and food machine wholesaler.

With used solution MD-Premium.NET Toperczer never loses the track of devices.

With help of the Maps functionality all devices of a certain type are displayed in a map view. If someone queries a device location, automatically all devices within a certain radius are displayed with a special color marking.

Red markings signalize, that a service is due in this year, yellow displayed devices already have a service order – but without appointment yet – and green
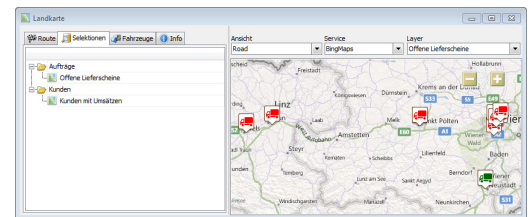

Image 1: Locations of customers at a glance

marked devices already got a service.

This device survey is together with the scheduler function for the most optimal manpower planning, what is very important, because along with the machine sales services are the second main pillar.

Toperczer maintains the sold devices and the Service & Maintenance module provides excellent service besides the mapping function.

A device history saves the course of devices inclusive service appointments in a clearly arranged view.

The sales force enters its orders on site

Also the representatives solution by Multidata meets the requirements of company Toperczer.

For example the sales force or service staff can offline enter and modify orders on site.

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More flexibility due to innovative database

MD-Premium.NET is based on an Oracle database. The database of the leading database provider is more capable and offers more options as other products do. Toperczer can define process rules by itself and also is able to set own field extensions.

An ERP software with such many individual adaptation possibilities offers great flexibility and is THE top solution for the company after some appropriate customizations.

MD-Premium.NET provides amongst others an ERP and CRM module, which both are equipped with integrated reporting system.

These and further new features and also the uncomplicated implementation procedure – compared to other providers – convinced Toperczer to change to this solution version. The complete data migration from the old system was fast, secure and after a short training the employees of Toperczer had been able to work as experienced as with the previous system.

An OLAP system for relevant statistical data

Toperczer uses the Add-On "OLAP & Charts" (an extension to the basis software and usable by all users) for creating company analysis. With it various analysis are compiled fast.

The OLAP system (OnLine Analytical Processing) is completely integrated into MD-Premium.NET and uses charts, which enable a clearly arranged and individual designable view of data.

A further advantage of OLAP is, that data for analysis purposes can be taken from the operational database.

By this way it is prevented, that the analysis data get in contact with the transaction-oriented datasets and so their performance is not affected.
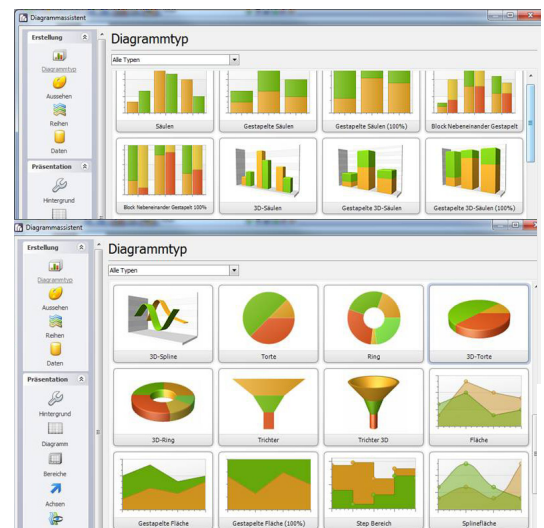
Image 2: Chart types - excerpt

Correct company data at the push of a button

A further saving of time and thus money Toperczer reached with buying the Add-On "Company Register Interface".

The customer and supplier master data thus can be maintained fast and reliable. Incorrect entered address data or VAT numbers are a thing of the past. By online connection to the Austrian Company Register customer and supplier master data inclusive contact persons are automatically imported.
Also viewing the balance sheets in an Excel or PDF format is possible.

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Calculating routes with Maps

Toperczer uses also the module MD-Prmeium.NET Maps, with which geo-coded data are displayed in a map view and the company handles route planning and also device service planning (see "Survey of devices & services") with it.

The module furthermore contains a tracking system, with which the already driven route and also the location of the vehicles can be determined. A further highlight is the electronic logbook.
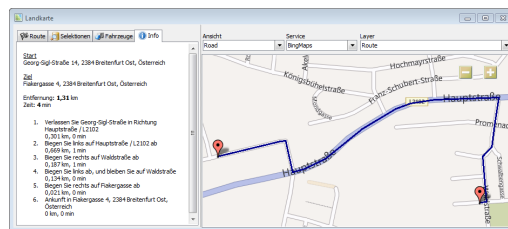

Image 3: Calculating routes with Maps

Enter staff times in the same system

Toperczer also makes its staff time recording with Multidata software: With MD-Premium.NET Time Recording time cards and manually lists are a thing of the past. Instead, Multidata supports the trader with a flexible and extensive system at their time recording. The module is totally integrated into MD-Premium.NET.

Important features are:

- creation of day time and week time models

- entering/controlling absences/presences

- requesting/administrating of leave days

- holidays can be integrated automatically

- scheduler data can be imported

- different balance lists (overtimes, minus hours) can be viewed at the push of a button

Refreshing the book-keeping with point-and-click

The also totally integrated finance software MD-Premium.NET Finance offers the big advantage, that data modifications in the ERP/CRM system immediately also are effective in the finance software – contrary to solutions, which are connected with help of interfaces.

Comment by Ing. G. Zapletal, CEO:

"We liked best the devices history, the offline sales representatives connection or also the integrated administration of maintenance contracts. Also important for us was the nearness of the software vendor, which offers the option to make software adaptations fast and cheap and also the possibility of remote control of the database with external tools."

About the migration from the previous software MD-Professional to MD-Premium Zapletal says:

"Because of the data migration and the big affinity in handling the software, the change was made easily for the users, in spite of the big technology skip."