NetSuite Success Story: OZG Group AG

FSS Customer:
One Zurich Group AG
Niederglatt, Switzerland
www.ozg.ch

Sector:
Retail partner in Construction, industrial, Healthcare and Hotel sectors

Staff:
28

Oracle Products & Services:

- Finances
- Purchase
- Sales
- Stock
- CRM

Today's OZG AG started its activities as a wholesale partner in 2011 through a merger of eight companies.

OZG covers much of the industrial, construction and health retail sectors. The OZG team is motivated to offer its clients creative, honest and professional service and advice.

Their mission is to provide solutions that help their customers develop their business. Through a single point of contact, the efficiency of procurement for the customer is increased and costs are reduced.

Implementation Process/Duration

It was necessary for OZG to complete the implementation within two months. Full Speed Systems as implementation partner took on this challenge and implemented a fully customized implementation that also included country and business process-specific FSS solutions.
Key Users can manage all the aspects of the business that used to be controlled by the previous ERP in a fraction of the time with the help of Dashboards and control reports. This enabled us to move on to more automation and streamlining process in the business while reducing risk.

NetSuite does not separate ERP from CRM. The complete data of all customers is retained from the first contact with all contacts, appointments, notes recorded in the CRM up to the current offers and invoices. All relevant key figures are always in view on the role-dependent dashboards and enable direct navigation to the individual business case.
Key users automate business processes with workflows and can make the processes available to the persons responsible.
OZG also deals with articles that are batch or parts list managed. NetSuite optimally supports requirements and traceability. A high readiness to deliver is also guaranteed in the case of framework agreements without stocks becoming unnecessarily large. NetSuite has a cross-warehouse display. The queries created in dashboards can be used to analyze any question.

Solution

"In just two months, NetSuite and FSS have solved many other challenges in addition to our compliance issue. And with a few hours per month of managers, we manage NetSuite and are well prepared for future requirements."
Loren Ching, Manager OZG AG