



MAN Truck & Bus Sp. z o.o.

MAN Truck & Bus Polska is a Polish company that belongs to MAN SE, a leading manufacturer of trucks, buses, engines and appliances for industry, present on the worldwide market for more than 100 years. Besides selling Neoplan's and MAN's heavy weight vehicles and buses, the company also offers after-sales services - repairs, servicing, assistance, fleet management and technical training for car mechanics and eco driving trainings.

INDUSTRY: Manufacturing, Automotive industry

SIZE: 3500+ employees

WEBSITE: www.mantruckandbus.pl

Project background

SOFTWARE: Sugar Enterprise

USERS: 80 +

INTEGRATIONS: Central Statistical Office

METHODOLOGY: Agile (SCRUM)

YEAR: 2015

eVolpe gave us unlimited possibilities when it comes to adjusting Sugar to our specific needs. Thanks to proper usage of the SCRUM methodology we have managed to bring the system to perfection.

Adam Bernatowicz
Head of Network Development
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Context

Constant growth and elaborated sales standards in the Polish branch of MAN resulted in the need of implementing an IT system that could handle an elaborated trade network and improve sales process. At first, the company needed a tool that could manage leads from the very earliest stages of sale process and a platform that efficiently registers sales people's activities related to customer relationship.

Main priorities of the implementation were adjusting the system to the company's standards, migrating the data from previously used systems (such as SAP), adjusting the system to operate on the number of vehicles instead of money amounts and providing advanced tools for reporting and managing sales targets. Strongly emphasized was also control on quality and accurateness of data entered to the system by users, as well as supporting the sales people in everyday activities by providing them mobile, powerful and user-friendly tool, easy to use outside the office.

Solution

The system prepared and implemented in MAN was **Sugar 7 Enterprise** hosted on **eVolpe's Cloud**. The implementation was performed with the **SCRUM** methodology.

The platform was enriched with a **hint system** referring to next possible steps that can be taken - the user is carefully led by the system thanks to which it is possible to increase quality and accuracy of the input data and their accordance with company's internal procedures. Creating new customer records was integrated with forms previously used in the company. Currently the system is automatically generating the forms and sending them to users. The risk of human error was reduced by integrating the system with the GUS (Central Statistical Office) database which automatically fills in available fields basing on customer's TAX ID.

The implemented system provides the management of the company with the best possible control and **detailed insight into current condition of the trade network**. Besides basic reporting functionality of Sugar, the system automatically generates and sends to the management reports based on MS Excel formulas and referring to such areas as meeting the targets or correlation between sales activities and their effects. The system is also using **task escalation** to forward the uncompleted tasks to higher tiers of the company.

Sales people were provided with the possibility of using the system on their mobile phones thanks to Sugar's **mobile app equipped with offline mode**. Thanks to that they can have an insight to the data gathered in the system and possibility to edit the records regardless of Internet connection.

The remaining goals of the implementation were accomplished by such features of the system as (1) **enhanced products catalogue**, (2) adjusting the system to **operate on number of vehicles instead of money amounts** and (3) an **automated system of assigning the leads** to sales people based on geographical areas.