



Customer

bewidata
unternehmensberatung & edv-service

bewidata Unternehmensberatung
und EDV-Service GmbH
www.bewidata.de
Employees: 26
Sector: Service provider

Customer profile

bewidata is a service provider that aims to provide its clients with individual and comprehensive consulting services in the economic sectors of central payment and ERP. Another core competence includes professional management consultation. Today, bewidata helps more than 700 trade companies and more than 800 contracted suppliers from the furniture industry.

Products in use

- ▶ CAS genesisWorld
- ▶ Report module
- ▶ ERP connect module
- ▶ Mobility module

Partner

**Network
Concept**

Network Concept GmbH
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One centrally maintained database

"Before implementing CAS genesisWorld, we worked with the previous solution, teamWorks Classic, and a variety of database systems. At the time, this configuration did not enable us to have a 360° view of all our relevant customer information. However, by consolidating all of our data in CAS genesisWorld we can now directly and quickly access all important customer and supplier data."

H.-Gerd Wick, Head of IT and Organization



Requirements

- ▶ Consolidation of all information from different areas of the organization
- ▶ Smart document management with e-mail merge and form letter functions
- ▶ Adoption of data from the support ticket system
- ▶ Adoption of customer data from the central payment area

Benefits and advantages

- ▶ Central data storage
- ▶ All results and customer information is centrally stored and can be accessed at the push of a button
- ▶ Easy and quick correspondence and creation of documents
- ▶ Overview of all ongoing activities benefitting from the address and document link functions
- ▶ Consolidation of four databases into one central address data stock
- ▶ Sales evaluations that help to improve the sales processes

Solution

Since 1997, bewidata has been happily deploying CAS software solutions. First, the teamWorks Classic groupware and then, since 2008, the CAS genesisWorld CRM solution. And thanks to the excellent support provided to us by the CAS partner, CAS genesisWorld was implemented within 4 months in all three business areas: central payment, ERP and organizational consultation.

 **CAS CRM**
A SmartCompany of CAS Software AG

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