

## CASE STUDY



**AGADOS, spol. s r.o.** is currently **one of the largest European trailer manufacturers** in the O1 and O2 category (total trailer weight up to 750 kg and up to 3 500 kg) and the leading manufacturer in the Czech Republic and Slovakia.



### Situation

The company has introduced a quality management system in accordance with EN ISO 9001:2008 for the scope of „Trailer Design, Production and Service“. According to the company's slogan „...with AGADOS trailers into the future...“ the company strategy is to satisfy as many customers as possible and therefore they can choose trailers from the wide range of the manufactured braked and unbraked types of various use, dimensions, used material and accessories. The company priority is to manufacture trailers that would serve to customers for long time and therefore AGADOS and its dealers guarantee complete service and sales of spare parts, also for the older types of trailers.



### Default status

Before deploying the new myGEM information system, all customer processes in the organization were not covered and there was no linking of the information system to the subsidiary Agados SK.



### Implementation goals

Ensure:

- transparent management of all different implementation processes, i.e. sales, production and development of trailers, repairs and complete service including loading, and their integration with economic modules and controlling,
- linking with the web portal primarily for business, ordering spare parts and providing service,
- increasing labor productivity in implementation processes.



### myGEM solution

The myGEM system has been implemented to manage the implementation processes in the company, including the web portal.

The following modules are used:

Logistics Sales, Complaint Management, Service, Load, Logistics Purchase, Technical Preparation of the Production, Production Planning and Management, Records of the Production, Mobile Terminals, and PKM Module, which provides communication with accounting and controlling. Implementation and connection with Agados SK (Modra) was also carried out.





## Schedule of work

Diagnosis of processes requirements, solution design, implementation and training, processing the procedures for individual processes (duration of 6 months).



## Number of users

Approximately 100 active users: traders, designers, technologists, production managers, production records, expedition staff, invoicing, ...



## Benefits

- covering all implementation processes with a complex system
- development of special applications – Quick Product Configurator, Load, COC Sheets, and Technical Cards
- tool for significantly expanding processes, especially in the production area
- quick training of new users according to established procedures
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- high operational reliability and security of stored data
- support for the latest technologies and trends
- property protection of the company by an integrated solution



*„... the information system covers the requirements of our customer processes, including special functions such as the elaboration of COC sheets and technical cards. For the needs of the business is solved the connection to the web portal which ensures the sale of products and spare parts ...“*

*Ing. Petr Ostrý, CEO*

*„...I am very positive about the cooperation with GEMCO:*

- *we appreciate the flexibility with which they are handled our „acute“ user problems,*
- *the positive approach to our individual requirements and constantly developing and improving the IS to simplify user work,*
- *developing and expanding the information system in connection with the expansion of our processes (e.g. development of the printing of Technical Cards and their connection with the Ministry of Transport)...“*

*Jana Cerkalová, Sales Department*

