

Case study :

FORETEC's Profile

- **Nationality:** French
- **Foundation date:** 1973
- **Location:** Montbrison (France)
- **Industry:** optical fiber and industrial endoscopy
- **Focused on:** the supervision of mechanical pieces such as : engines- barrel- tubes- stocks- pipes- soldering - detection of leaks, corrosion and fissures- search of strange objects- control of the cleaning and general neatness...
- **Offers:** the manufacture and repair of light sources, of optic fiber cables, with all kind of fiber, protection and connector; the study and integration of videos and light systems related to non-destructive control; the sale, installation and repair of binocular; and for France, the sale, installation and repair of EFER industrial endoscopy material (boroscope, fiberscope, videoscope,)



DIN EN ISO 9001 : 2000

Learn more about FORETEC : www.foretec.fr



FORETEC's challenges

Previous experience: In 2004, a non collaborative information system, which didn't need any annoying synchronization and important maintenance, was implemented. So, the information available was not updated.

Objectives: to transform the old information system into another kind of tool that enables its users, among other things, to avoid any technical problem.

This new tool must allow people to:

- fully centralize the company's information system.
- Provide commercial counselors, working from a distance, with a reliable access to the updated information in real time, no matter where they are.
- share information with the permanent staff who are part of the company's 5 headquarters.

- Establish a link between the relationship with customers and the commercial management, thanks to a single tool.

"INES has quickly positioned itself as the best option and will finally surpass our expectations if we compare it to a more difficult tool that was not really helpful"

Jean-Marc DEFOUR stated.

FORETEC's solutions

INES.SalesForce : a solution specially created for commercial teams(fixed or mobile)

- Access to a commercial data base,
- Management of tasks and memos,
- Collaborative calendars,
- Integrated mailing service,
- Reports,
- Record of information(e-mails, memos, reports of visits, appointments, phone calls, sent/received faxes),
- A 360° vision of current and potential customers, including the functions of the auditors, partners, contestants...
- Management of opportunities and quotations ...

..those are the functions that are daily used by the commercial teams in FORETEC, no matter if they are fixed or mobile (through your mobile PC).

INES.e-Business Suite : a comprehensive solution for the management of a company



According to Jean-Marc DEFOUR, the tool gives you the possibility of :

- Totally visualizing the activities performed by your different teams,
- Managing, in a global way, the invoicing chain, including a function to edit your quotations, confirmations of requests, delivery notes and invoices in a pdf format,
- Supervising the treasury in a simple way, thanks to the interaction between the sales and purchases modules.

Which were the advantages for FORECTEC ?

The main advantages were:

- The centralization of the company's information system
- Fulltime visualization of the updated company's exchanges record
- No more information losses
- The possibility of sharing calendars: tracking down of the commercial counselors
- The duplication of information is avoid
- More useful and productive exchanges
- A better answering capability towards the customers
- Reduction in the expenses of paper and ink (environmentally beneficial)
- ...

"Thanks to my collaborative system of information, I have increased my productivity in a 20%! The sustainable development of FORETEC can be partly explained by the use of INES in the company."

Jean-Marc DEFOUR