

Case Study

TRACELEC's Profile

- **Nationality:** it is the certified fitter in France of the world wide group leader in the electric tracing sector, Tyco Thermal Controls, which provides the activities, technologies and experience of brands such as Raychem, Isopad, Pyrotenax, Digitrace and TraceTek
- **Foundation date:** 1987
- **Location:** France and Spain
- **Service:** electric tracing and localization of leaks
- **Offers:** an international experience and positioning of more than 15 years in project management in several countries such as Germany, Belgium, England, Spain, Portugal, Switzerland, Morocco, Algeria, Iran, Egypt, Holland and Italy. TRACELEC can also supervise projects on demand, all over the world.



Learn more about TRACELEC : <http://www.tracelec.com>

TRACELEC's challenges

Objectives: find a company's management tool that would allow it to remotely run the Spanish branch office in an easy way.

Desired characteristics of the new tool:

- Easy-to-use,
- That allows to share the information in a full extent,
- Available in Spanish and French,
- Accessible from a PDA.



TRACELEC's solutions?

TRACELEC has chosen INES.e-Business Suite, a complete solution to manage companies.

A precise and optimal running of business activities

Thanks to INES.e-Business Suite, TRACELEC manages **all useful information** in sales forecasts and actions :

- **Record** of the whole customer relationship (e-mails, memos, reports, meetings, phone calls, sent/received fax),
- Business pipeline's management in real time,
- Planning set *in situ*,
- Access to a base containing files and commercial documents (presentations, quotations, proposals).

INES.e-Business Suite guarantees an **updated, safe and coherent** information

A profitable back-office management

Thanks to INES.e-Business Suite, TRACELEC could manage all its back-office activities in an effective way :

- Follow-ups of all teams' activity indicators with your customers and prospects, calls statistics, number of visits, quotations, list of current businesses,
- Interactive stocks management thanks to the purchases module: Stocks in, stocks out, stocktaking,
- An easier accounting follow-up due to the interaction between the management of purchases and sales modules,
- Total Management of the invoicing process, including the edition of quotations, order confirmations, delivery bills and invoices, in a PDF format.

TRACELEC's start-up process

A possibility of managing international business activity...

Firstly adopted in Spanish, in 2003, for all the activities developed in Spain, INES solutions were implemented in several areas: from the contacts to the accounting management, as well as the editing of quotations, businesses, sales and purchases, stocks management and invoices.

After verifying its effectiveness, TRACELEC decided to use INES for its French staff, in September 2004.

Benefits obtained according to Luc MARICHEZ - TRACELEC's Director

« We cannot imagine how we were able to work without these tools!! »

Company's benefits

- Reduction of movements in Spain,
- Full overview of remote activity,
- Reduction of data-processing investments.

Staff's benefits

- Saving of time,
- Due to its simplicity, the members of the company are motivated to use the system's resources.

"INES brought us an important saving of time when accessing to information. INES is an intuitive solution that motivates the use of the system's resources. We cannot imagine how we were able to work without these tools."

Luc MARICHEZ – TRACELEC's Director