

ARBURG

FaxPlus/Open finds a high-tech haven in the Black Forest

Innovative technology spawns international success

Arthur Hehl set up his small family enterprise in Lossburg, Southwestern Germany, back in 1923. Today ARBURG is renowned by specialists around the world. In the middle of the romantic Black Forest, innovative injection moulding technology of the finest quality is engineered for world markets using most modern production processes and optimised operations.

The ARBURG Group has Sales and Service Centers in 20 countries and employs a staff of 1,850.

Only the best in technology

Just as in its production operations, ARBURG insists on only the best in information technology. State of the art computer equipment and innovative concepts are trademarks of the IT landscape in Lossburg. All corporate divisions are linked up to the central corporate information and communications system, a total of over 1000 computer workstations. Around 800,000 transactions are processed per day, yet the average response time is less than 1 second. As far as data processing and up to date organisational technology are concerned, ARBURG has a reputation that the best is hardly good enough - the standard ARBURG sets in its own engineering products.



Strategy of permanent modernisation

The decisive factor in the choice of a computer fax system was its capability to adapt to an IT infrastructure permanently in flux. Traditional processing on legacy mainframes, innovations in client/server architecture, substitution of cc:mail by Lotus Notes Domino, support for SAP R/3: The fax application had to integrate seamlessly into ARBURG's strategy of permanent modernisation.

Convinced by platform independence

FaxPlus/Open was a unanimous choice at the conclusion of an exhaustive evaluation. In which various solutions were looked at. The correctness of this decision has been punctuated by 18 successful months' live operation. "During the decision-making phase it became obvious that not only did such a solution have to support our mainframe, but also the open architecture of SAP R/3. Finally the platform independence of FaxPlus/Open completely convinced everyone," says Andreas Dümmler, Divisional Manager for IT Organisation at ARBURG.

The ARBURG logo, consisting of the word "ARBURG" in a bold, black, sans-serif font. Below the text is a thick green horizontal bar.

Perfect integration

The fax function was mainly a requirement of the orders department and Lotus Notes users. Andreas Dümmler: "Fax is used for some 80% of our orders. FaxPlus/Open is a facility especially needed by the spare parts business." Fax documents are generated in a mainframe order-handling application then transferred per FTP, either online or batch, to the fax server. They are then processed by a FaxPlus/Open integration module. Users of the mail function of Lotus Notes/Domino employ FaxPlus/Open to reach fax users just as easily as sending emails to email addresses.

Competence and level of service

FaxPlus/Open was integrated within three days as planned. "The solution is stable and there is minimal requirement for maintenance," adds Andreas Dümmler. His verdict on competence and level of service: "Very good".

Top quality - and cost savings

The high quality of the software, the minimal effort required to install the system, the extensive flexibility required to integration with the fluctuating IT environment at ARBURG, together with support competent Intercope engineers, are the impressions of FaxPlus/Open found at this

world-renowned company of injection moulding specialists. But cost savings - despite the prime objectives of high tech and finest quality - also played a major part in the decision-making process. Andreas Dümmler: "The installation of FaxPlus/Open meant we were able to entirely replace the previous applications and thus considerably reduce costs - these savings alone amounting to a six-figure sum of Deutschmarks. The investment was recouped within the shortest imaginable period of time."

Software

- FaxPlus/Open V2.4
- Windows NT (clients)
- Fax Server - Windows NT
- Integration module SAP, Lotus Notes, File Integration, cc:Mail, MS-Office

Hardware

- PII 450 MHz, 128 MB, 6 GB
- Bin Tech Brick-XM Fax Router

Service

- Software- and Hardware-service with INTERCOPE GmbH, Hamburg
- Maintenance contract with INTERCOPE GmbH, Hamburg

Contact

www.arburg.com

System configuration overview

