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INFObase*

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Artologik®
SOFTWARE FOR THE WEB



"We stopped
recreating the
same information
again and again"

- *Wexiödisk opted for a web based
document management system*

Wexiödisk chose a web document management



Good dialog, strong skills, and availability have characterised our collaboration with Artisan.

After refreshing their graphic profile, the company Wexiödisk, based in Växjö, Sweden, wanted to improve their communication on the Internet. Wexiödisk decided on the web based document management system INFObase, which now does not only simplify web publishing and customer service, but also saves costs and keeps track of all original documents.

For us, our new web site means a whole new way of thinking, as far as information is concerned. Now we focus on customer benefits instead of technology.

Since 1972, Wexiödisk has manufactured professional dishwashers for large-scale kitchens. Because the quality has consistently been high and the life-cycle cost short, the company has made

a success in Sweden as well as abroad. Some time ago Wexiödisk realized there was much to gain by improving the whole of their communication, both internal and external. In the spring of 2005 the development of a brand new web site started and was published the following November, along with an intranet and extranet.

"We saw advantages in uniting our common knowledge, i.e. if everyone would just start using the same information instead of always creating new documents", explains

Carlos Caracamo,
Sales Manager
for Wexiödisk.

The administration of existing information has also become more efficient now. In the business branch of Wexiödisk, there is a strong demand for easy access to data, and the technical one is the most requested. Instead of contacting Wexiödisk by phone, the customers

web based ent system

now find everything they need to know about the company and its partners on the web site. "Before, we could not satisfy the need for information of our customers", admits Carlos. "The web solution has not only made the administration easier. We can, as a matter of fact, provide a better service!"

Simplicity above all

Wexiödisk established their web site, intranet and extranet based around INFObase, a document management software. This system works on the principle that only one original of each document is allowed. Thus, copies cannot be created. "The system is easy to use, simple to administrate and user-friendly", says Carlos Caracamo. "When I download a picture or a document into the database, I indicate the level at which this specific document can be consulted. In our case, we work with three levels: web site, intranet and extranet. For the simplicity of it."

Thanks to its flexibility, the web-based solution is also a good tool throughout the sales process. When in a meeting, the salesperson can directly access the information asked for by customers. Each sales representative becomes even more effective and can conclude the sale, no matter what new requirements the customer demands.

Today, various companies work with the document management system. "At Wexiödisk, we got INFObase completely adapted to our needs. In addition to this, we owe Artisan for not making us drown in the technical world during this trip together! We witnessed that Artisan has a really strong knowledge and is very dedicated to solving their customers' problems. Our cooperation worked splendidly."





CURIOS ABOUT: BILLY YDEFJÄLL

What do you work with, Billy?

I am responsible for keep-fit measures, marketing and all sorts of arrangements at Aqua Mera in Växjö.

Aqua Mera, what is it?

It is an adventure pool, run by the company Synerco.

Why did you acquire a new web site?

Our old web site lacked a publishing tool - it became very difficult to keep updated. Websites are like fresh goods. You must keep them up-to-date all the time in order to make them look attractive. Several persons can now give information - and accurate, current information.

Now the key question: Are you satisfied?

Yes, absolutely! Everything just went perfectly well. Our customers appreciate the easy-to-use navigation and the fact that they can easily book their training passes via our web site. As far as we are concerned, the web site decreased the amount of calls by answering simple questions like: opening hours, prices, and so on, that means more time for us that we can use in a better way...

You are welcome to visit Aqua Mera's new web site at: www.simhallen.se/vaxjo

BRIEFLY NOTED

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New Artologik software versions releases

Artisan is happy to announce the release of version 3.1 of EZbooking! New functions: possibility to set time slots for bookings, book over several days in a row...

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