



SUCCESS STORY

› WILAMED GMBH



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GLOBAL MARKET LEADER WILAMED COUNTS ON BUSINESS INTELLIGENCE (BI) FOR QUALITY AND GROWTH

INDUSTRY

Medical engineering

PRODUCTS

Medical devices and accessories
in the field of invasive
and non-invasive ventilation.

NUMBER OF EMPLOYEES

130

LICENSES

32

USES ABAS SINCE

2014

LOCATIONS THAT USE ABAS

Germany

WEBSITE

www.wilamed.de

Documentation requirements, traceability, quality management, and supplier evaluations are subject to the strictest requirements in the production of medical devices. The ERP and BI solutions from abas and Power BI¹ ensure rapid evaluations and analyses on the basis of valid data.

As an internationally active manufacturer and distributor of medical devices and accessories in the field of invasive and non-invasive ventilation, WILamed based in Middle Franconia is a medical technology company with a focus on life. WILamed products make an important contribution to respiratory patient care worldwide. Safety and precision therefore come first for this midsize enterprise. Three new software components have a crucial influence on process quality, speed, and effectiveness: abas ERP, the business intelligence solution from abas, and Power BI from Microsoft.



"The introduction and installation of the BI solution took less than five days. So the investment risk was very low for us. Getting started with the BI solution from abas was very easy because the data are already prepared and evaluations can be created quickly and intuitively."

Dennis Jung, Head of IT



From the small community of Kammerstein near Nuremberg, the owner-managed hidden champion in the field of breathing gas humidification distributes its products to more than 60 countries. Exports account for 70 percent of sales. Energy efficiency, sustainability, and quality are not mere advertising clichés of company management, but are put into practice by the two founders and 130 employees. For example, the company produces more energy than it consumes: WILamed counts on resource-conserving solar and geothermal energy, has been recognized several times for sustainability measures in the areas of climate protection and energy efficiency at the European Energy Awards, and was honored as the energie.effizienz.gewinner 2018 for the Nuremberg metropolitan region.

In 2018 the company premises grew from 6000 to 7500 square meters with the expanded building complex, which houses the extrusion of ventilation hose systems and the Development department. What was then the world's first four-stage heat recovery system is installed in the building. "WILamed is a flagship company that helps keep people alive," said Joachim Herrmann, Bavaria's Minister of State, on the company's 20-year anniversary.

VENTILATION FOR PREMIES, CHILDREN, AND ADULTS

Claudia Röttger-Lanfranchi and Hildegard Winkler founded WILamed in 1997 with four employees. They first dedicated themselves to the treatment of sleep disturbances. Later the entrepreneurs got involved in respiratory patient care. Managing Director Röttger-Lanfranchi sums up the situation after more than 20 years of the company's existence: "Today, WILamed is able to offer a full range of products for intensive ventilation, from the ventilator itself to active breathing gas humidification to the various patient interfaces for the treatment of neonates, children, and adults."

VISUALIZATION OF ANALYSES ANYWHERE, ALWAYS CURRENT, ON ANY DEVICE

Information technology that not only grows with the business but continuously offers new features for the company is a key to success for fast growth and high product quality. Dennis Jung, Head of IT at WILamed, embraced cloud computing back in 2014 with Office 365 for 100 workstations. abas ERP and the BI solution followed in 2016. The implementation was not only aimed at the integrated management of all business processes in one system, from purchasing to production to warehousing to invoicing.



The company set high standards for controlling as well. Aside from analyses current to the day for company management and department managers, sales staff around the world also had to have easy access to all relevant information. “We wanted to give employees the opportunity to retrieve key figures and reports independently. Enough with the annoying paper evaluations and Excel sheets that were already out of date by the time they were printed. We accomplished that,” says Dennis Jung. Before the new ERP system from abas was implemented, employees usually gathered their own data, but the data quality was not high before the new systems were introduced. Dennis Jung wanted to get away from obsolete information, and to solve the problem of excessively long evaluation times.

“Typical questions from colleagues in the past went like this: I need an analysis of the contribution margin for product X in other European countries for the last six months. Can you do that? Can you put that into an Excel sheet? Today I can answer: We now have abas Business Intelligence! You get your reports automatically in the form of dashboards based on current data. Now you have direct access to the data and can select new information as it becomes available,” Dennis Jung explains.

MULTI-LAYERED BI EVALUATIONS

“We purchased the BI extension with the introduction of abas ERP,” says Dennis Jung. “This was in part due to the multi-layered evaluations it supports, for example, what the turnover is for an article by region and for what product in what time period. Thanks to business intelligence, the key indicators from abas ERP have been visualized for the employees. We use Power BI to supplement this information with additional data from external databases and the HR management system,” the IT specialist explains.

VERY LOW INVESTMENT RISK

WILAméd was able to implement comprehensive business intelligence in the company very quickly: “The implementation and installation phase took less than five days. So the investment risk was very low for us. Launching the BI solution from abas was really straightforward because the data is already prepared, so that performing evaluations is fast and self-explanatory,” says Dennis Jung.



SELF-SERVICE BI: ANY DATA, ANYWHERE, ANY TIME

WILAméd supplies the home care segment, clinics, hospitals, and rehabilitation facilities worldwide through authorized specialist dealers. Sales and Customer Service therefore have to respond quickly to developments at home and abroad. They depend on current, reliable reports. Sales employees can access a dashboard from anywhere, depicting turnover, developments, open orders, late deliveries, and the top 10 articles, among other things. But also how many breathing gas humidifiers a customer has purchased, how many are still pending, or the sales history compared to the prior year. "The data comes from the cubes provided by the abas BI solution. Colleagues actively contribute to their reports," Dennis Jung says. "WILAméd IT then publishes them in the cloud, and users can access them via the BI web interface or the app after identifying themselves."

BI CONTINUOUSLY IMPROVES DATA QUALITY

One unexpected side effect is that the quality of data is improved by using the BI solution from abas and Power BI, because unposted invoices or delivery notes as well as incorrect article master data are now identified and corrected immediately. Articles in the wrong product groups or incorrectly assigned article characteristics now stand out directly. Monitoring in BI cleans up the data. "Our database is getting better every day," Dennis Jung says with confidence.

INTO THE FUTURE WITH THE HOLOLENS²

As the next step, WILAméd plans to implement the Microsoft HoloLens, which can be linked to business intelligence via Power BI. The mixed reality mode of the virtual goggles provides easy access to dashboards and data from anywhere. WILAméd will first test the application in machine maintenance, especially for machines that are operated 24 hours a day with continuous monitoring and maintenance. The machine is networked via the mixed reality mode of the HoloLens, Power BI, and the integration platform abas Connect. This allows information to be automatically transferred to abas ERP. Machine technicians also get permanent access to temperature, performance, and consumption data on their HoloLens. A key feature is that, in mixed reality mode, the technician can look at the machine with the HoloLens from up to 25 meters away to identify problems or the need for maintenance.

Yet this mixed reality application can do even more: QR codes can be generated in abas ERP, for example, to identify a warehouse rack. The QR code is printed and attached to the corresponding rack in the warehouse. "When you go into the warehouse and look at the QR code with the HoloLens, an evaluation of this area is presented by the data goggles. Alternatively, this can also be done with labels on products, for example, to see sales figures," Dennis Jung reports with a touch of pride.

¹ Microsoft Power BI technology

² HoloLens is a registered trademark of Microsoft



abas Software GmbH
Gartenstraße 67
76135 Karlsruhe
Germany
info@abas-erp.com
abas-erp.com

abas ERP 

@abasERP 

abasERP 