



# JITONA

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### THE COMPANY

Jitona a.s. is the Czech Republic’s top furniture producer, providing its customers for over half a century with quality-made wooden and upholstered furniture products. Headquartered in Soběslav, Jitona operates three manufacturing sites in the South Bohemia region employing over 800 people producing a wide range of kitchen units, bedroom furniture and living room sets. At the present time about 75% percent of production is exported to mainly Western Europe. From 1997, Jitona has been using QAD Inc.’s MFG/PRO and from 2002 has completely outsourced all IT activities, including hardware, to Minerva.

### CHOOSING A SOFTWARE VENDOR WITH EXPERIENCE AND MODERN TECHNOLOGY

In 1996 a decision was made that the original, internally-developed system had outlived its usefulness. It couldn’t handle increasing requirements for information and wasn’t capable of ensuring communication between plants. After a detailed analysis of system requirements, Jitona’s management set the following criteria for an information system and its supplier:

- A vendor with extensive experience in the Czech market, willing to be a strong and long-term partner for Jitona
- A leading ERP solution built on the latest technology
- A comprehensive IS solution for the entire company, including consultation and maintenance services at competitive prices
- The best manufacturing modules available in an ERP package

“MFG/PRO satisfied our requirements and we were moreover convinced that, as opposed to its competitors, Minerva could provide us with problem-free upgrades to higher software versions. The nearby location of Minerva’s development and consultation center in Tabor (18km from Sobeslav) was another big advantage for us,” says Pavel Kodat, plant director at Jitona’s site in Klatovy.

### A FAST START IN SOBESLAV

An implementation team composed of Jitona employees and Minerva consultants accomplished the installation and operation of MFG/PRO financial and distribution modules within just a few months. The implementation of manufacturing modules was more complicated and proceeded according to carefully planned stages. “Like any manufacturing company changing its information system, we wanted the software to accommodate our established working habits and processes. Our employees were used to a certain way of working with our old IS and didn’t want to completely change everything. That’s the reason behind the mountain of program modifications we requested from Minerva. These modifications unnecessarily complicated the implementation and in the end turned out to be mostly unnecessary. I say, however, that this is a typical mistake made by lots of companies which, like Jitona, are trying to drastically modernize enterprise information systems,” says Kodat. “Luckily for us, our relationship with Minerva is extremely good and we worked through the difficult times in the project.”

In time Jitona’s employees learned to effectively use MFG/PRO, thus saving time and money for the company and in the process delivering a range of beneficial results for the whole enterprise. Various operations,

like tracking inventories, are performed much better and MFG/PRO has even helped Jitona achieve ISO 9001 certification.

### AN ENTERPRISE-WIDE SOLUTION – THE PATH TO OUTSOURCING

MFG/PRO is used by 80 users located at Jitona’s three sites. Additionally, a management decision support system (MIS) is in place to provide critical and accurate information to company directors. With a stable system up and running, Jitona started to make plans in 2000 to gradually outsource its IT systems to Minerva. The first step put responsibility for the daily operation of MFG/PRO and the connected payroll system in the hands of Minerva experts. Services also included additional process consultation and end user training to minimize the risk of human error and data confusion. Responsibility for maintenance of the H-P server followed and later administration of the mail and internet server and data servers at all three plants. The outsourcing arrangement was expanded in 2002 to include server updates and modernization of the WAN network, tasks previously handled by other suppliers. Operation of the updated WAN network, based on frame relay technology from Contactel, today continues to be outsourced to Minerva. All outsourced activities are now managed directly from Minerva’s offices in Tabor.

### BENEFITS

Outsourcing has allowed Jitona to better manage costs associated with the operation of various information systems and a full IT department. In addition, Jitona has immediate access to dozens of Minerva specialists charged with reliable operation of MFG/PRO and connected systems – an advantage most manufacturing companies do not enjoy since budgets are usually limited to employ just a few IT experts. Minerva consultants now have intimate knowledge of Jitona’s company processes and as part of the outsourcing program, are engaged in constant streamlining and improvement of company procedures. Ongoing user training has also led to higher employee efficiency and optimized Jitona’s investment in MFG/PRO.

In short, outsourcing its IT systems to Minerva has allowed Jitona to focus on its core business in the ever more competitive furniture business.

### FACTS & FIGURES

Company	Jitona, a.s.
Location	Soběslav
Industry	Furniture manufacturing
Hardware	Hewlett – Packard
Database	Progress
Applications	MFG/PRO version 7.4F
Number of users	80

### MINERVA

Minerva is a customer-focused international organization specializing in helping manufacturing and distribution companies solve their business problems by providing them with greater efficiency, control and productivity through the implementation of information systems. Minerva Česká republika, a.s. is able to provide its customers a full range of services from software installation and consultation to system integration and world class e-business solutions. Ten years of experience in the Czech and Slovak Enterprise Resource Planning market, ISO 9001 certification and over 70 companies using the MFG/PRO information system confirm Minerva’s commitment to customer satisfaction.