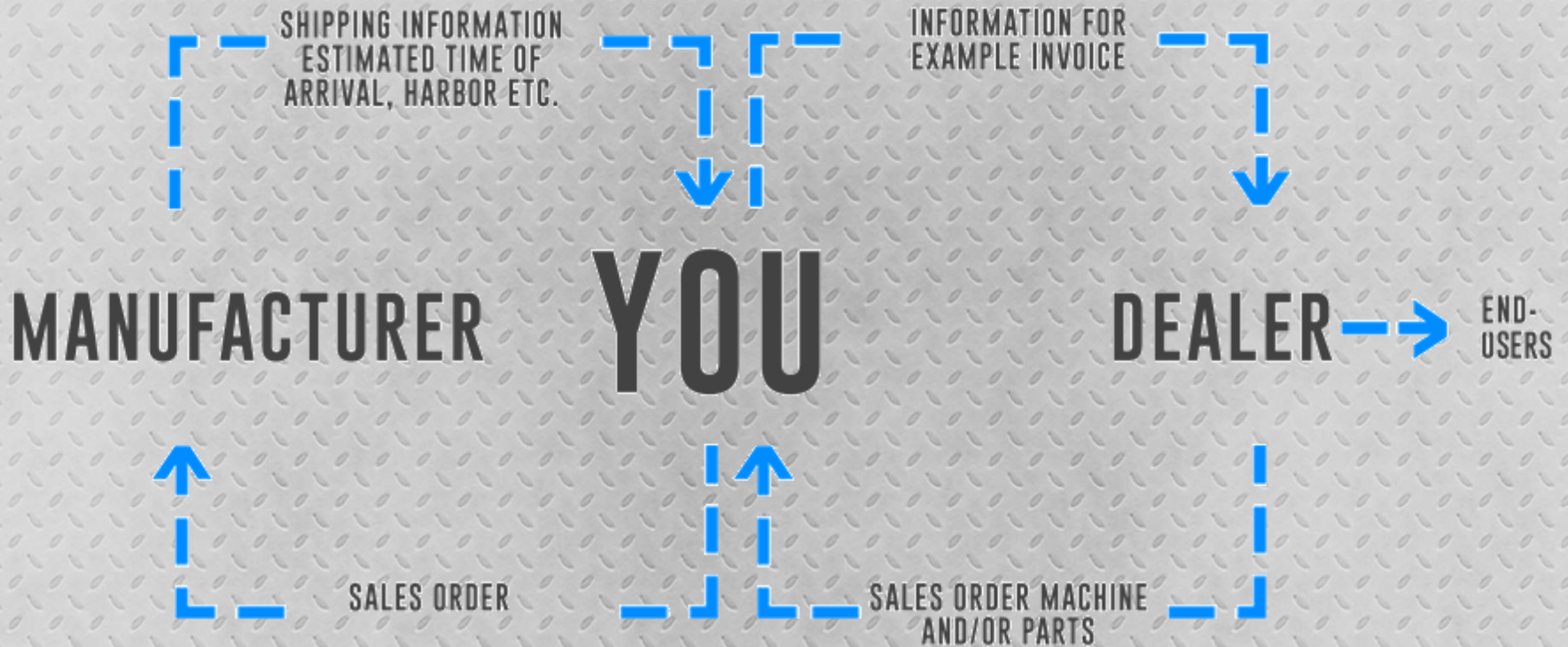# ERWE
AUTOMATISERING

- Founded in 1992

- Started selling computers and writing business-specific software

- Switched from local installed programs to webbased applications, mostly database driven

- Experts in relational databases, for example Microsoft SQL server and MySQL

- We are guided by three core values – innovation, simplicity and competence
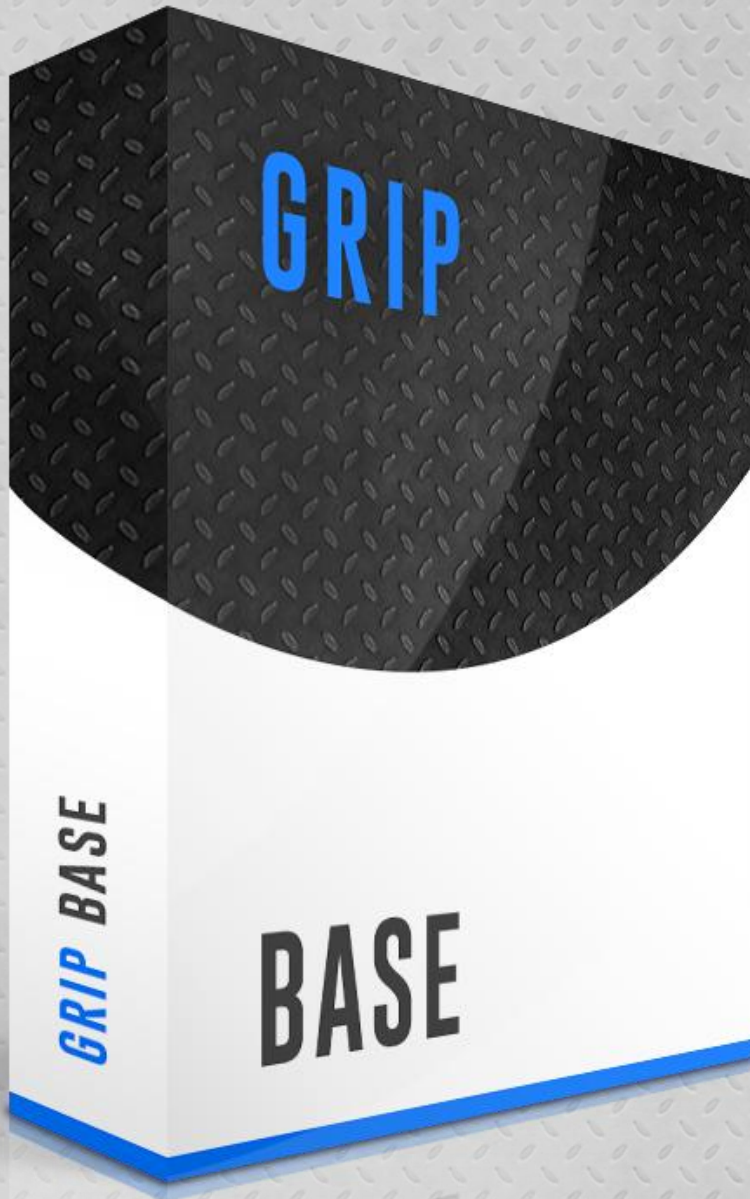
- A partner you can depend on…

GRIP

GENERIC REGISTRATION AND INFORMATION PROGRAM

GRIP SYSTEMFLOW

SHIPPING INFORMATION ESTIMATED TIME OF ARRIVAL, HARBOR ETC.

INFORMATION FOR EXAMPLE INVOICE

MANUFACTURER

YOU

DEALER → END-USERS

SALES ORDER

SALES ORDER MACHINE AND/OR PARTS

WHAT IS GRIP?

- GRIP is an abbreviation of Generic Registration and Information Program

- Modular choose your modules, add more afterwards when you need them

- Web based application approachable from anywhere, at any time.

- Central storage of programming code, database and documents. No local costs.

- Efficient way of working: All information is approachable from one system.

- Dealers can order machines and/or parts from the dealerweb, view stock information and used machines without contacting the headquarter. This will decrease the amount of phone calls and emails, which leads to less work so less staffing costs.

- Parts can be ordered by mobile devices such as mobile phones and tablets...

GRIP BASE

✓ Maintain system tables, administrators only

✓ Handle your dealerweb, such as news and machine availability

✓ Add and edit machines, pre-emptive maintenance, warranty claims etc.

✓ Print miscellaneous forms like purchase order, shipping instructions etc…

GRIP REPORTS

- ✔ Run complex custom made reports at any moment
- ✔ Build your own reports
- ✔ View graphs: sales per month per machine, Monthly Annual Totals (MAT), Year To Date (YTD)...

GRIP DEALERWEB

✓ Maintain dealer specific database

✓ Check for available machines (stock)

✓ Order machines and parts

✓ View order status (track and trace)

✓ View common issues/incidents according to a specific model in the knowledge database

✓ Ask questions to our technical staff

✓ Add warranty claims

✓ View machine history, such as inspection reports, maintenance schedules and reports, warranty claims

✓ Read the latest news entered by you through the GRIP BASE module...

ADVANTAGES USING GRIP

- Less paper documents to be stored.

- All machine information stored at one place, with linked Word and Excel files. So no need for searching for files from the network and/or local pc.

- Machines are easy to find, f.e. by serial number, model etc..

- Default reports: Sales per model last year, this year etc..

- Web based application approachable from anywhere, at any time.

- Less calls from and to dealers, they can lookup lots of information themselves. For example used machines including pictures or small videos, or ordering parts.

- More efficient way of working, which can save on staffing costs (1/3 FTE)...