

” We’re going to save a lot of time ”

Lykkesmeden is growing and therefore they needed a new IT solution that made them even stronger



Transition to a new IT system is not a decision taken over night. Not only does it mean greater costs, but it also means that “usually” is gone and that everything suddenly looks different.

- It was a very big decision for us to select a new IT system. We needed to know whether we had made the right decision, says Pia Lykke, who along with her husband Martin Lykke runs Lykkesmeden in Øster Tørslev, Denmark.

The company has in recent years been growing rapidly and has doubled its staff, so that today a total of 16 employees are divided into workshop, warehouse, shop and administration.

- We needed an IT solution that can manage inventory, order processing, invoicing, time tracking and payroll. A system that can optimize our workflows and our business, says Martin Lykke.

The big day

April 1, 2014 was a big day for Pia Lykke. It was the day where new computer screens and buttons on the keyboard from one moment to another was a fact.

At Lykkesmeden they knew that it was a major task to migrate to a new IT system, but they were never in doubt that the investment was well spent.

- It is a huge change, no doubt about it. But we are continuously getting more and more familiar with it. The support from JMA is important for us. We call the support team with a question, and quickly we get answers and move forward, says Pia Lykke.

Inspired by a colleague

That the choice fell on the JMA DSM system is very much due to New Holland dealer Lyngfeldt A/S in Hadsten, Denmark. Lykkesmeden has a close threesome with Lyngfeldt A/S and S. P. Maskiner A/S. So in the process of selecting a new IT system, they listened carefully to the experiences from Hadsten.

- Lyngfeldt A/S was already a customer at JMA A/S and they convinced us of the many benefits in the solution, says Pia Lykke.



Advantages

Although there are still some features in the new DSM solution that Lykkesmeden has not yet used such as settling invoices and complete storage management they already experience great value.

For example invoicing is no longer hard work during the weekends where the couple used to struggle to read handwritten order forms.

- When one of our employees addresses a task he/she makes a time recording with scanner or cell phone on his/her work sheet. Similarly, we scan the parts so that they appear automatically on the invoice. Earlier we could very easily forget an item for example oil tax - now the system provides us with all the information, says Martin Lykke and continues:

- Time tracking and scanning saves us a lot of time and also money.



Earn more money

A new IT system for Lykkesmeden is equal to much better overview of the business. For instance Martin Lykke found a valve through the new digital storage system, which a farmer was looking for. The valve had been in storage for several years.

- In this case it was 3,200 DKK that we could invoice. Now we know what we have in stock, says Martin Lykke. He sees it as a huge advantage that all his machines and accessories sweep directly to Maskinbladet (a Danish webportal) with the new IT system.

- When I buy a deck or a shovel it is online immediately.

Benefit for the farmer

Lykkesmeden know that they must deliver good service. Honest and trustworthy talk combined with quality in the work. For Martin Lykke it is a great pleasure that they now have an IT system that makes the customer experience even better.

- When the farmer has his tractor serviced everything will be recorded. This means that we have an overview of what has been made over the years. This also means that we can even better - and documented - advice on when it makes sense to consider a new investment, Martin Lykke highlights.

Lykkesmeden in Øster Tørslev was established in 1998 and currently has 16 employees.

The firm is in close cooperation with machine dealers Lyngfeldt A/S in Hadsten and SP Maskiner A/S in Skanderborg.

Lykkesmeden sells New Holland and Lemken. They have a workshop and a spare parts stock.

