

## ”It was a really smooth transition”

*After Häggbergs' decision to merge the 2 departments, they wanted a new IT system that could help them develop.*



Häggbergs has used the DSM system since February this year - almost five months. The decision to change the IT system was taken in November last year. At the same time it was decided to merge the two departments, one in Norrköping and one in Motala.

”We decided to merge the two departments to better manage the accounts and streamline the business. We wanted to develop the business and we anticipated that we would not get the right support from our present IT provider. Therefore, we decided that it was the right time to switch to JMA AB,” says Maud Häggberg, working with Häggberg’s economy.

### **The choice was DSM**

One of the most important criteria in the selection of the new IT system was that it should be efficient and modern. The old system was outdated and required a lot of manual work. Rolf Häggberg, CEO and Sales Manager, also says they wanted an industry-specific system.

*”If the system is specially developed for our industry and if the system features are adapted to the tasks that need to be performed daily, you can be*

*be sure that the supplier knows what machinery trade is about.*

Rolf says that Häggbergs knew that the DSM system was a good system because colleagues in both Sweden and Denmark, who sell New Holland, use it daily. As a reference, Häggberg had talked to Tractor North in Uppsala to hear what they thought of the system.

*”We spoke to Gustav, who works with spare parts. He told them they had had a hard start, but they would not be without DSM now,” says Rolf.*

*It also turned out that there was another important factor in the choice of JMA as IT supplier and that was the skills and understanding of machinery trade, which was something special with JMA.*

*”Anders [who is director of JMA Maskindata AB] has been working in the machinery trading industry for many years and has experience in how we think and work in the warehouse,” says Roger Gustavsson, Warehouse Manager at Häggbergs.*

*The fact that the IT supplier has previous experience in machinery trading is a big advantage. Häggbergs is therefore confident that JMA Maskindata AB can deliver a good product.*



## Transition

All employees at Häggbergs agreed that the transition to DSM went smoothly, quickly and significantly more efficient than expected.

*"We closed at three o'clock in the afternoon on Friday and started working with the system on Monday morning. So the transition went amazingly, I think. I am surprised that it could be so easy,"* says Rolf.

*"It was better than I expected. I thought it would be a tough transition, but in fact it was difficult for only a week. The conversion has gone well and we've transferred all the data,"* says Roger.

Roger explains that there were some number changes that had disappeared in the old system, but JMA found the lost data and restored it in connection with the conversion. Roger continues to say that the merger of the departments has also facilitated stock management. *"It's a big advantage for the warehouse because we can now see each others stocks. We could not before."*

## Adaptation to the new system

Getting into a brand new IT system is difficult and it takes time, but at Häggbergs it looks like it has gone well.

*"The shift worked well and as soon as there were problems, we could call JMA and there was instant support. They understand and can help directly through remote support,"* says Roger.

Now, after almost five months, most employees are familiar with the DSM system. *"It has gone quite fast. I think we have everything in the system and that I have the routine now. And so, we have not even been running for so many months,"* says Helene Fabian, administrator and finance employee.

## More improvements

Häggbergs has not run DSM for so long, which makes it difficult to get measurable improvements. But Maud tells us that the accounts are correct, they are more automated and contain better features.

*"There are many good routines in the system that facilitate the end of the month. For example, you may have periodic depreciation each month and direct accrual of supplier invoices. This ensures that you get a more accurate result,"* says Maud.

*"There is also better communication between the departments,"* says Rolf, *"as the system contains procedures that coordinate the work internally."* Rolf explains that, for example, when he creates a machine sales order, he also creates a delivery order for the delivery, so the workshop knows, what needs to be done. In the store, Roger has noted that they now always have the right goods in the right amount.

*"We use the Wilson formula found in DSM, which helps us manage our stocks. It takes time to get rid of old habits, but in the long run it gives great value,"* says Roger.



**Häggbergs is a machine dealer, which started in Motala in 1955 and expanded with a department in Norrköping in 2000. They sell, among other things, New Holland and Case-IH. Häggbergs is a family business and currently has 26 employees.**

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