

**TVHconsulting**  
*the ERP expert*

## **Placing the information system at the center of an international development strategy**

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## JENSEN-GROUP IS THE WORLD LEADER IN THE FIELD OF INDUSTRIAL LAUNDRY.

Around the world, the group, which is organised into 4 regions throughout the world and 3 technological departments, is the preferred supplier in the world of industrial laundry thanks to its increasing expertise in designing and supplying machines, systems and integrated solutions for the laundry sector. The group is developing by continually broadening its product line and by providing innovative products and services aimed at customers' specific requirements. The success of the group is the result of the combination of its overall skills and its local presence.

**ITS BUSINESS:** to assist industrial laundries throughout the world by supplying high-quality equipment and services for processing laundry economically.

## THE CHALLENGES OF THIS SECTOR:

- Meet the specific requirements of customers
- Constantly improve customer service
- Monitor projects financially and technically
- Comply with the regulations

## A large-scale international project: 11 countries and 275 users

In 2005, the group's senior management decided to replace its ERP solution in use in its French subsidiary and to prepare its rollout to the rest of the group. The objective was to optimise the centralised management of its resources and procedures. After an in-depth study of various ERP products, the Jensen Group chose the **Microsoft Dynamics AX ERP solution.**





## The immediate benefits of project management with TVH Consulting



*«Firstly, we established a core system of the processes that we wanted to put in place for the 'sales & services centre' part. This took us five months», says Gérard Aspiciq.*

*«The main difficulty of this implementation: using the same software tool with the same configuration and the same functionality in all of the subsidiaries of the group that all had their local specific requirements.»*

*«After that, we defined what was common to all the countries and we made local adjustments to, for example, accounting and tax», says Eric Boisneault.*

**The solution was rolled out internationally to twelve countries very gradually: Spain, Norway, France, Great Britain, Belgium, Holland, Italy, Switzerland, Singapore, Australia, Germany and the USA (Florida).**

## THE 8 POINTS of the AX Project Management ERP solution integrated by TVH Consulting

- › Control the pre-sales and post-sales phases with a single solution, shared by everyone
- › Manage customer services with a service for handling typical incidents (help desk) and a Gantt Chart Schedule that shows where the technicians are at any time, and the projects on which they are working
- › Trace the incidents and specifics of each customer
- › Ensure financial and technical monitoring by transaction
- › Manage purchasing and subcontracting at all stages of services delivery until final delivery of the service or the machine
- › Adapt to current legislation through optimal traceability per project
- › Develop and adapt the internal processes according to the company's strategy
- › Make use of a reliable solution for international development

For more information:  
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### The benefits of the **partnership** between TVH Consulting and Microsoft Dynamics

- A team that scrupulously applies Microsoft's best practices in terms of technical and functional audit, translation and development
- A clear roadmap from Microsoft on the future development of the product
- The long-term sustainability of both TVH Consulting and Microsoft
- Reliable and loyal teams with genuine sharing of values
- The use of a powerful technology for customising the requirements and preferences of the company and the group to which it belongs
- Microsoft Dynamics AX is based on a solution that is intuitive, open and adaptable to companies' businesses, with pervasive interoperability with the Microsoft environment (MS Office and SharePoint)
- A worldwide network of distributors



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