



Customer

- AG der Dillinger Hüttenwerke

Sector

- Specialty steels

Initial Situation

- Manual preparation of complicated quotations
- Time-consuming and expensive processes
- Highly inconsistent quoting methods

Role of legodo

- Software producer and distributor
- Conduct training sessions

Advantages

- Automated preparation of standardized complex quotations
- More efficient and uniform high standard of correspondence quality



Dillinger Hütte standardized quotations – rapidly

legodo is key to AG der Dillinger Hüttenwerke's standardized correspondence and professional image. Automated correspondence saves not only valuable time, the company can respond rapidly to enquiries.

Brief Profile

AG der Dillinger Hüttenwerke, based in Dillingen an der Saar, has a long history dating back over three centuries. With almost 6,000 employees across Germany, it generated income of € 203 million in FY2006. As the leading producer of specialty steel heavy plates, it achieves superb performance together with its customers.

Challenges

Until 2006, the sales staff of AG der Dillinger Hüttenwerke prepared quotations manually. They selected the data from price lists, entered the entire content in MS Word, and customized it for each customer. Naturally this was quite time-consuming and the output quality was often not up to the mark. The aim of automation was to resolve this situation.

Added Values

AG der Dillinger Hüttenwerke decided to improve its quotation process. legodo ag provided the solution that ensures:

1. Customer satisfaction and loyalty: The clear layout makes it easier than in the past to read and understand the quotes.
2. Compliance with legal guidelines: The legodo software automatically assures compliance with all regulations, laws, and standards.
3. Time-savings and effectiveness: It is quick &

easy to submit quotes, because of a preconfigured process in the CRM system and automated document preparation.

4. Uncompromising quality, company-wide: The solution guarantees a consistently high standard of quality, throughout the company.

5. Multilingual capability: All country divisions have access to multilingual versions of the software.

Highlights

Since 2007, 50 users at AG der Dillinger Hüttenwerke have been working with legodo. The program has substantially speeded up the flow of many business processes, with a consistently high standard of quality. Besides, the users now save hardware and printing costs too, since several Windows servers are no longer needed and they can generate print-ready correspondence.

The correspondence also complies with CI guidelines, projecting a professional image throughout several business units. Not to mention the benefits of a shorter response time to enquiries – which clearly enhances customer satisfaction and loyalty!

Ms. Birgit Engel - CRM Manager, AG der Dillinger Hüttenwerke

„legodo is perfect for our quotation process. Now we can submit quotes much faster than before – and that too with uncompromisingly high quality.“

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