



RConcept

R-Concept designs and manufactures components, machines or furniture based on steel materials. Given the growth of R-Concept's activities, the company wishes to start a digital transformation process to improve its productivity and customer service.

Business Solution Distribution & Retail	Sector Manufacturing	Collaborators 20	Website www.rconcept.be/
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CHALLENGE

R-Concept has an IT system mainly based on Excel that no longer meets the company's current needs. Many tasks are manual, repetitive and unstructured. The lack of communication between departments affects the level of service quality. The company can no longer meet its quality requirements with the current processes.

The consequences are now tangible:

- *Decreased productivity*
- *Extended delivery times*
- *Administrative overload*
- *Inefficiency in data processing (double-coding, loss of information, paper forms, manual attendance...)*
- *Loss of documents*

This leads to :

- *Under-exploitation of the commercial potential*
- *Human resources frequently under pressure from heavy and inefficient administrative work.*

- *Discrepancy between the image given by the very professional services and that of the backward administrative management.*
- *Stunting the growth of the company.*

The challenges for the digital transformation project are as follows

1. Due to the growth of the activities and in the number of projects, R-Concept must have an overview of the projects for a better follow-up and to improve communication with its clients.

#2. To be able to group together all the documents related to a project for an optimal communication within the company and to keep track of projects

#3. Need to have a view on the profitability of projects by having a view on both the time spent per agent, purchases and related sales.

#4. To have a scalable tool that allows the integration of other processes such as inventory, accounting, CRM, human resources management.

#5. To have a professional quality management.

In summary, the company wishes to accelerate the digitalization to improve its efficiency and the quality of the relationship with its customers.

SOLUTION

The objective of this project is to improve the quality of service to customers by reducing unnecessary administrative tasks and prepare the future of R-Concept. Through the implementation of these new digital tools, the company also wishes to improve its customer loyalty rate.

After an in-depth analysis of the market, R-Concept decided to choose Eezee as a partner for its digital transformation with Odoo as its main tool.

The reasons for this choice are mainly due to the complete integration that Odoo allows through its different applications. The CRM, Sales, Invoicing, Accounting, Document, Project, Timesheets, Manufacturing, Inventory, Purchasing, Quality, Leave, and Maintenance applications allow for the optimization of the company's various workflows.

This integration provides a centralized view of the customer's activities and offers better communication between the different departments. The real-time integration of the accounting system ensures a better follow-up of the company's performance.

RESULTS

In less than 4 months, the Eezee-It team replaced the existing system and optimized the company's production and planning flows. The project also enabled better communication with customers by better managing the reliability of delivery times to customers. Eezee-It and Odoo were able to meet the expectations of R-Concept, which is experiencing a significant increase in its activities while guaranteeing an excellent service rate.

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Modules

