

Decodore/Liladore

Implementing HansaWorld Express has given Polish interior design group control over their business processes in a fast-growing market.

Company profile

Liladore and Decodore are Polish privately owned companies working in close cooperation. Both operate on the market of exclusive fabrics, wallpapers and other interior decoration products. All products are imported exclusively on order.

Liladore is a service provider, dealing with retail customers and offering interior design services. The company has three studios in Warsaw, two of them working under the "Finezja Studio" brand while one is called "Trendy Studio".

Decodore is a trading company, distributing fabrics and wallpapers from the UK, Germany, Belgium, Holland and Portugal. They mainly cooperate with wholesalers (interior decoration shops), architects and the hotels-restaurants-catering sector.

The challenge: retaining control over a growing number of orders

Rapid growth of the interior decoration market has taken place in Poland since joining the EU. Considering the experience of other European countries, both the value of retail projects and the amount of wholesale customers will keep increasing steadily.

The inflow of new customers means having to process more orders. Having a range of thousands of products including varieties, added time pressure makes it very easy to make a mistake. The control routines upon customer projects (Liladore) as well as logistics procedures (sales/purchase orders, deliveries etc) carried out by Decodore are extremely important.

Choosing a new system

Due to rapid turnover growth the current solutions of processing business workflow (MS Excel) applied in both firms became inefficient, bringing along operational problems, such as lost orders and stock items, lost invoices etc. The poor state of back-office routines started to threaten the business. Finding a proper tool to keep track of all operations became an urgent need.

The new system had to consolidate both companies and offer the possibility to work online, providing the owner access to information from the three studios.

"At the beginning we considered Polish providers, but despite attractive prices, their solutions did not fulfil our requirements regarding project/order maintenance, automation of ordering processes, and import/export capabilities", explains the Managing Director Grzegorz Gadamski.

Decodore and Liladore import exclusive fabrics into Poland and provide interior design services.



"That is when HansaWorld stepped into the game. Analysis made it clear that HansaWorld Express meets all the restrictive requirements and thanks to the modular structure, it can be easily updated as our needs grow," he adds.

Using HansaWorld Express

Liladore and Decodore have been using HansaWorld Express since August 2006. The implementation process was smooth and the system was quickly accepted by employees.

Now, using HansaWorld, people responsible for each stage of the business workflow at Liladore and Decodore can easily cooperate with each other, relying on the same, real-time data. This makes the team stronger and more efficient.

The system is running with two companies and five concurrent users, taking care of the majority of operational processes. Modules in use include Accounting, Cash Book, Fixed Assets, Pricing, Logistics, Purchase Orders, Job Costing, Quotations, CRM with Task Manager, Calendar and External Mail; Sales, Logistics, WAN (Wide Area Networking) and Fiscal Printer.

Future plans

The challenge for Liladore and Decodore is to improve internal workflow to utilise all the possibilities offered by HansaWorld, especially in the field of reporting and management analysis.