

## Process Management with Intrexx

# The portal solution for retail: check your child in with your customer card

### WEKO Wohnen

The company group WEKO Wohnen GmbH employs a total of 850 people. Not only is WEKO constantly working to perfect its showroom and presentation, but the company continues to invest in basic and advanced training for its employees and in high quality thinking. How much these investments will pay off can be seen in the current customer indexes from the Bavarian cities of Passau, Deggendorf and Rosenheim. The customers who were polled in all three cities chose WEKO as the best furniture store in the respective regions.

### Requirement

The portal was set up in 2002 with the objective of offering a ticket system for IT support. However, good coordination of all internal processes is also needed so that the company, with its two locations in Bavaria, can leave behind competitors like Ikea or Porta. For that reason, the portal was to be used to connect employees and also handle processes and administrative tasks.

### Solution

Today, no one at WEKO wants to do without the portal. The Intrexx portal solution made it possible for the company to manage internal processes much more flexibly and efficiently. The portal maps the areas of sales, stock, administration and management. The applications are quite diversified, and data is exchanged between the individual applications. For example, each employee can use the internal ordering system in the portal to order his or her own office materials. The module is connected to the internal reporting system so that evaluations can be automatically created. The Intrexx portal also simplified customer support: the salesperson enters the data for custom-made products in the portal and then chooses a manufacturer. Within seconds, the correct price is displayed right at his or her workstation. The portal contains a seminar system for employees: users can check which seminars are offered and sign up for them. After taking part in the seminar, the personnel department is informed and an evaluation form is sent to the employee for completion. Employees also use the portal to manage their meetings: protocols are created, discussion points are furnished with follow-up function, and tasks are distributed to the responsible parties. Each employee can use the knowledge database to record his or her know-how and make it available to others.

### Benefits

- Increased simplification of processes
- Knowledge is retained
- Various evaluation options
- Automation of processes
- Advantageous for customer support
- User-friendly portal interface



**Company:** WEKO Wohnen GmbH  
www.weko.com

**Location:** Rosenheim/ Pfarrkirchen, Germany

**Sector:** Retail

**Annual turnover:** Not specified

**Employees:** Approx. 850

**ERP system:** Not specified

#### Products and services:

Intrexx  
eProcurement Studio  
United Planet reference books  
United Planet Academy  
United Planet consulting

*"The process manager from Intrexx has already proven useful for us many times. With it, mapping processes in the portal is quick and simple. It has surely saved us work and spared us frustration."*

Thomas Hofbauer, Chief Information Officer at WEKO