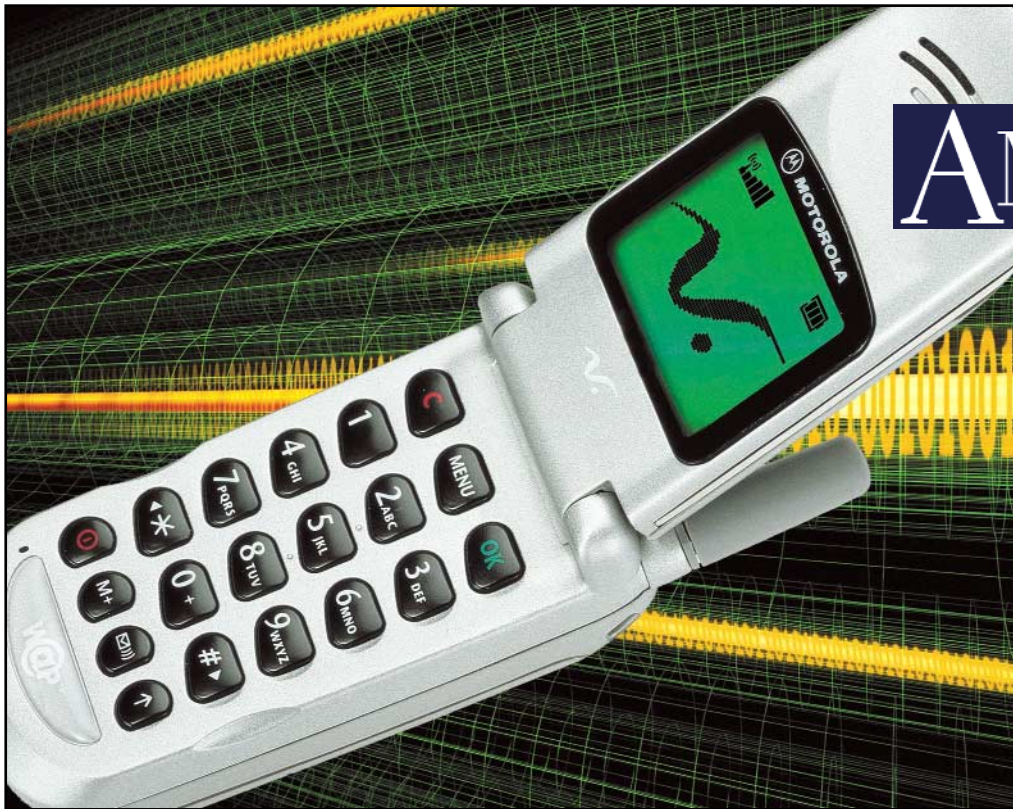




PANACEA  
Helping Business to Grow

# Motorola calls up AMERIGO Online



## AMERIGO

The business benefits that can now be achieved are to be found mainly in the area of supply chain management and inventory control.

*These include:*

- *Faster order cycle times.*
- *On-line stock availability.*
- *Alternative part number selection.*
- *Real-time availability of order status.*
- *Customised pricing.*
- *Multi-language selection.*

**Panacea, in close co-operation with Motorola, has designed and implemented a comprehensive, on-line repair management process for cellular phones and pagers.**

At the heart of this innovative solution is Panacea's unique Web-based AMERIGO Online software, which, together with Sage Enterprise Solutions' CS/3, provides significant business benefits to both Motorola and its' customers.



CASE STUDY

**John Morgan, EMEA Service Commercial Manager and Fernando Guarda, IT EMEA Applications Manager explain the scenario that led them to choose Panacea's AMERIGO e-business solution.**

*"With a significant growth in cellular sales last year and projected for the next two years, Motorola had a large logistical requirement for the timely supply of spare parts to the Service Centres. Spare parts are the 'fuel' that runs the Service Centre business. Without a good supply system we cannot meet our Service Centre expectations in a business that changes dramatically. We needed a solution that is flexible enough to be able to survive in this demanding environment. We chose AMERIGO because of its inherent flexibility and we chose Panacea because of the strength of our relationship and their understanding of our business needs."*



### **Improved Customer Service**

In using the latest Web technology, Motorola are leading the way in offering their Service Centres the necessary tools to provide the very best service - a stance that is demonstrated by their decision to choose Panacea's AMERIGO e-business solution to support their European network of Service Centres.

Fully integrated with Motorola's Sage Enterprise CS/3 ERP solution, Motorola are saved the effort of duplicating data entry and know that information displayed to their Service Centres is available real time. This total integration also means that orders from the Service Centres flow directly into the order processing and inventory management systems and the first Motorola have to deal with them is when a pick list is selected in their warehouse.

### **On-line real time ordering**

Using AMERIGO Online, Motorola aims to reduce the turnaround time for cellular telephone repairs to the lowest yet seen in this highly competitive market.

This is only possible because AMERIGO Online integrates directly into Motorola's core business systems for finance, service, repair tracking and logistics. The implementation has started in the UK, Nordics and Switzerland and by end of Q1 2001 all Service Centres in the regions will be using the new system.

### **Security**

Using a password protected login, each Service Centre can access the AMERIGO Online parts ordering system where they can order spare parts, check the status of previous orders, check for superseded products and choose from alternatives should a part be out of stock. All the information viewed by the Service Centre is available real time, the price is individually calculated for each Service Centre and will vary dependent upon the quantity of goods ordered and their value.

### **Order pads**

Each Service Centre has its own unique stocking requirements. AMERIGO Online is configured to allow each Service Centre to manage its own order pads.

### **Multi-lingual support**

Motorola is a multi-national organisation and AMERIGO Online has to support multiple languages. This facility is administered by Motorola who can change any of the text used in the application using a simple administrative tool for language setup.

***As an attractive and easy to use browser-based application, AMERIGO Online hides real sophistication.***



# PANACEA

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