

“The complexity and number of tasks that requires Notes expertise is varying, and it is for this reason that we have entered into a right-sourcing agreement with i-Seven”

IT Director - Preben Nielsen.



Medicinal wholesaler takes new IT-medicine

Nomeco enters into right-sourcing agreement with i-Seven



What does a business do when its system supplier decides to follow a new strategy? Should one follow the supplier even if their strategy is not optimal, or should one seize the opportunity to change to a different supplier?

Denmark's largest medicinal wholesaler, Nomeco, had no doubt. They approached a new supplier that was capable of enhancing their existing system to a new and more

advanced platform. And it should be noted, this was to be based upon standard solutions with minimal changes and adjustments.

“Making changes and large customizations is synonymous with basic research. We do not want to get involved in that. If it is required then we will have that part performed by outside expertise”, says IT Director Preben Nielsen. With a staff of 25 he is responsible for the company's IT infrastructure.

Nomeco, with a 70 percent share in the wholesale market, has a central position in the Danish healthcare system. The company has close cooperation with private and public sector pharmacies as well as

medical suppliers. The IT department's task is to develop and offer logistic and service solutions. This is to ensure that the correct medical products are available as and when required by customers. This demands intensive use of information technology.

CMS and CRM systems

When changing their system supplier, Nomeco selected a Lotus Notes-based Content Management System – i-Site - from i-Seven. Regardless of whether it is the company's Internet, intranet or extranet, i-Site is the core of the solution. Those who deliver content for the company's website need not be HTML experts. The content is simply delivered via Notes or as MS Word documents.



CASESTORY



i-Seven also delivered the CRM application that manages Nomeco's customer and contact information. i-Sales is based upon Lotus Notes, but can also manage Microsoft-based data. For example, large documents can be written and stored in either Lotus Notes or via Microsoft applications, emails can be sent and archived and even scanned documents can be managed. The system ensures that Nomeco always has a good overview and solid control over their current activities.

Flexible competence

Experience has shown that it can be difficult for companies to attract and maintain staff that are skilled in Lotus Notes. This is complicated by variations in the complexity of the tasks. For these reasons Nomeco entered into a right-sourcing agreement with i-Seven. It obliges i-Seven to deliver the consultancy

resources that Nomeco requires, and it is Nomeco that determines the quantity of resources and when they are required.

"We are extremely satisfied with i-Seven. What they say is valid and we know that. However, they do not have an exclusive right to deliver our systems and they know that. We continually compare them against other suppliers. This ensures that they always deliver their best, and they have done so thus far", says Preben Nielsen.

"It is also important for me to become familiar with a supplier. Therefore it took a few years from when we first made contact with i-Seven until we entered into an agreement. Changing to a new central systems supplier is a big decision that builds upon thorough preparation", says Preben Nielsen.

Right-sourcing is a specific type of cooperation between a customer and i-Seven. The cooperation agreement provides the customer with a large degree of flexibility so they can "source" according to need – and i-Seven has thereby committed itself to have these resources ready and available to resolve specific tasks for the customer. It is a form of cooperation that requires flexibility from both parties, but it is also a win-win situation. The customer only pays for that which they require and they can have the necessary resources with short notice.

