

# enova IT

## Software dealer

**Norwegian software dealer enova IT uses the HansaWorld Business Organiser to gain full mobile access to their business information.**

### **Company Profile**

enova IT is a Norwegian software dealer established in 2003, offering products from all areas of customer service, customer relationship marketing, accounting, logistics, services, POS, job costing, web shop etc. The solutions work on all common platforms like Macintosh, Windows and Linux, while also supporting Nokia business phones and PDAs. As a licensed HansaWorld Partner, enova works mainly, but not exclusively, with HansaWorld's products.

### **enova IT and HansaWorld**

When enova IT started in 2003, they chose HansaWorld as their main partner for three main reasons. First, because of their own existing competence. Second, because they saw a need on the market for an alternative to Visma. And third, they wanted to work with a product they had confidence in.

According to Hogne Engdahl, enova IT's general manager, HansaWorld is more customer-oriented than the competitors. "It is easy to gather numerous functions into one solution, but as long as it's not adjusted to make the customers' work easier, that is not good enough!" Engdahl marks that HansaWorld is one of the few players that takes also communications seriously. "HansaWorld products have built in functions for communications, both between colleagues and with customers and suppliers. These include e-mail, sms, electronic file-sharing, chat and IP-telephony. One-by-one they might not seem very significant, but as an integrated solution they make everyday work a lot more effective."

### **The Business Organiser**

enova IT started internally using HansaWorld's FirstOffice Professional, but as they grew and saw the possibility to make use of mobile devices, they chose to upgrade to HansaWorld Enterprise. "Complete mobile usage of HansaWorld Enterprise is great, giving us much more freedom in our work," states Engdahl.



Now having full access to HansaWorld via their mobile phones, the partners in enova IT use their time differently. Hogne Engdahl points out that he can make customer reports or sales statistics, while sitting in his car outside the customer's office. "With HansaWorld on my phone I can place orders or make invoices, while I am at the airport waiting for a plane. Spare time on the way from one meeting to another can be used to get an update about the company or a customer and the products they are interested in," he explains.

The Business Organiser users at enova IT can be out of the office and still have the latest information. "It gives us confidence that we are always updated and it is easy to make new appointments without even having to check with each other." According to Engdahl the Business Organiser has also reduced the stress levels of enova's employees. "We now have the chance to solve customer problems right when they occur. This leads to increased efficiency and thus we are more accessible. Being able to solve the clients' problems faster is also motivating for our employees," Engdahl concludes.