

Coor Service Management

Nordic region's leading service management company sees vast expansion program supported by Unit4 Business World

Business as usual throughout constant change

The situation

Since its formation in 1998 as part of the Skanska Group, Coor Service Management has undergone vast expansion and is now the Nordic region's leading service management company, with roughly 7,000 employees in Sweden, Denmark, Norway, Finland and Belgium. It specializes in managing, developing and streamlining service functions for both private and public sector organizations, including Ericsson, Volvo Car Corporation, Saab, Statoil and county councils. Its annual net sales now stand at approximately 8,000 million Swedish krona (about 919 million euros; 1,250 million US\$).

The need

Supporting constant change

Coor Service Management is a group company with several separate divisions and legal entities, all of which need to be able to rapidly absorb organizational and structural changes that come not just from its acquisitions, but also from internal restructuring and new or extended customer and partner agreements.

Change for Coor is constant. For example, in just one month in 2013, the company extended its collaboration with Statoil Fuel & Retail, extended its contract with real estate firm and Sweden's largest landlord Vasakronan, and signed a new deal with GKN Aerospace.

Underpinning these changes and enabling their success are Coor's business systems, and in choosing its ERP software a key criterion was that it would continuously support the company's ongoing changes without causing disruption.



Anna Malmros, Coor's Maintenance Manager within Finance, says: "What we need from our ERP system is twofold. Firstly, we need to be able to handle our business opportunities and concentrate our efforts on fulfilling our strategy rather than sorting out problems with our ERP software. And secondly, we need to be able to keep serving our existing customers and working with our partners and suppliers to the same high standards, while absorbing the changes that acquisition and other business changes bring."

“ Whatever new information we need and whatever changes in direction that arise, I really never worry about Business World's ability to support us. We view our relationship with Unit4 as a trusted partnership and whichever way our strategy takes us, we consider Business World to be a core part of any changes we make.

Anna Malmros,
Maintenance Manager Finance, Coor Service Management.

The solution

Empowering the business

Coor chose Unit4 Business World (formerly Agresso) to help meet these needs and has been using its financial modules and WebInfo planner for over a decade. It fits well into the company's Maintenance Management Model Pm3, which is a business-like maintenance model based on cooperation between business and IT parties.

Anna Malmros explains, "The business itself is involved in defining its needs and changes to the processes and systems. With Business World, it's incredibly easy to make any changes we need, and this helps us keep a cost-efficient maintenance organization."

So happy is Coor with Business World that, as part of the ongoing company strategy to consolidate its systems, it will be extending its use of the solution even further because, says, Anna Malmros, "having Unit4 support us through strategic partnership is very important to us".

The benefits

Helping Coor grow

Coor grows in two main ways: by incorporating existing in-house service functions or by acquiring existing service companies. In both cases, Business World has helped them achieve this easily and rapidly. Anna Malmros says, "Whichever way we do it, when we enter into negotiations with other companies about acquisition, we never have to worry about whether Business World can handle the change or whether it will disrupt our business."

For example, in November 2012, Coor announced its acquisition of facility management provider Addici that had a sales volume of 1 billion krona (115.2million euros; 152.7million US\$). The absorption into the Coor Business World system was streamlined and straightforward allowing Coor to continue business as usual with no challenges in the process.

It's not just that Business World easily deals with the changes needed to set up new Coor companies and add everything into existing models, it also helps the company seize the right opportunities in the first place.

One of the big benefits that its users report is the ability to define hugely flexible searches with the browser functionality, which means there are no constraints on the information they can retrieve. This allows them to meet different requirements, both when it comes to reconcile and aggregate data from Business World to other systems and also the demands from the organization and auditors.

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About Unit4

Unit4 is a leading provider of enterprise applications empowering people in service organizations. With annual revenue north of 500M Euro and more than 4000 employees world-wide, Unit4 delivers ERP, industry-focused and best-in-class applications. Thousands of organizations from sectors including professional services, education, public services, not-for-profit, real estate, wholesale, and financial services benefit from Unit4 solutions. Unit4 is in business for people.

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