DIETZ POWER

SIMPLIFIES COMPLEX CUSTOM WHEELCHAIR CONFIGURATIONS

Based in the Netherlands, DIETZ Power works to optimize the quality of life for people with mobility issues by manufacturing modular electric wheelchairs that adapt to the needs of each user.

Challenge

DIETZ Power needed a solution for the process of configuring, creating price quotes, and ordering its complex, highly customisable wheelchair products in the medical equipment space.

Solution

The company turned to NetSuite and Configure One to configure and price custom orders and to manage the requisite paperwork.

"With Configure One, distributors will handle the entire order entry process themselves. Configure One will streamline our operations by eliminating repetitive work and eliminate errors by instantly showing distributors which configurations are not possible."

Dick van de Beek, DIETZ Power

"Not only has Configure One helped us keep up with orders, it's modularity enables us to easily add new types of products by re-using data."

Wilma Donkers, Product Configurator and Administrator, DIETZ Power

Results
Using NetSuite and Configure One, DIETZ Power can meet rapidly growing demand, easily introduce new products, reduce order errors, and enable self service order entry for distributors and customers.

DIETZ Power relies on Configure One and NetSuite to streamline its custom wheelchair configuration process
Established in 2016, DIETZ Power manufactures fully customizable electric wheelchairs. As the founders set up the new company, they needed an ERP solution to manage their business and production. "We wanted a SaaS solution that was easy to implement and understand. NetSuite was one of the few companies that fit the bill at the time and we've successfully run our business on NetSuite ever since," said Dick van de Beek, CEO Dietz-Power

As the company ramped up production, it wanted to streamline its product assembly, price quote, and ordering processes. It chose the Configure One Configurator and CPQ (configure price quote) applications, which integrate seamlessly with NetSuite, because these solutions could not only manage these

processes for its internal operations but could also be extended to distributors and customers. DIETZ Power began using the solution in January of 2018.

Taming a Tangle of Choices
No two wheelchairs from DIETZ Power are alike. Patients can choose from three types of motors, place the propelled drive wheels in the front, middle, or back of the chair, adjust the width and depth of the chassis, as well as select different seats, back rests, leg rests, powered adjustments, colors and more. "Overall, we have around 1,400 parts in our shop. It's an enormous matrix of possibilities," says Dick van de Beek.

Technically, DIETZ Power could combine these options in an endless array of personalised configurations. But the company sells different models in 13 different countries, and must track and adhere to specific regulations, requirements and price lists for each one. "As we configure each order, Configure One tracks the requisite guidelines and price list while helping us to build out each unit and the corresponding price quote step-by-step," says Wilma Donkers, Product Configurator and Administrator for DIETZ Power.

Configure One is able to meet the specific needs of DIETZ Power through their software offering. Once Configure One has configured and priced a wheelchair, the sales representative selects the customer record in NetSuite, pulls the quote from Configure One and saves the quote as an opportunity in NetSuite. After the customer approves the quote, the rep uses NetSuite to create necessary paperwork (including the order confirmation, work order, packing list, invoice), and send the unit to production.

Support Growth, Reduce Errors and Eliminate Duplication of Effort

Today, DIETZ power is growing at a rate of 400 percent month over month. Says Donkers, "Not only has Configure One helped us keep up with orders, it's modularity enables us to easily add new types of products by re-using data."

Soon, DIETZ Power plans to extend Configure One to external distributors. Today those distributors enter orders into their internal systems and then send them to DIETZ Power, which reenters them into its own system. "With Configure One, distributors will handle the entire order entry process themselves. Configure One will streamline our operations by eliminating repetitive work and eliminate errors by instantly showing distributors which configurations are not possible," says Dick van de Beek.

DIETZ Power also plans to open the solution to customers. Customers will be able to access additional product information and see what the wheelchairs will look like. Additionally, rather than calling customer service to order replacement parts, customers will go into the system, see the serial number of the part they need, and automatically create the order.

Company Snapshot

Company: DIETZ Power

Location: Netherlands

www.dietz-power.com/

CONFIGURE ONE

Partner Name: Configure One Europe Ltd

Location: Harlow, Essex, UK

www.configureone.com