

MATERNA Success Story



Overview

Customer:

ImPuls AG

Country:

Germany

About ImPuls AG:

ImPuls AG was founded in 1975 in Krefeld, Germany, as a software development and consultancy company. ImPuls specialises in ERPII and inventory management systems for the clothing, textiles, shoes, sports and accessories sectors. The company has 50 staff working alongside Director Rainer Markwitz.

Background:

MATERNA supports ImPuls AG in operating an online shop for its customers. The online shop is integrated into the "ImPuls fashion" inventory management system.

Solution:

The Service Management team hosts the online solution from the MATERNA computer centre. High-performance services, the very latest security technology and a 24/7 helpdesk all form part of the package.

Customer benefit:

The MATERNA Service Management team provides a complete service package, with hosting incorporating operation, support, maintenance and integration. The customer also has access to highly qualified staff and project managers.

ImPuls AG of Krefeld, Germany, Puts its Trust in MATERNA Service Management

Successful collaboration between MATERNA and ImPuls is based on high-performance products and services

ImPuls AG provides its customers with inventory management systems for clothing, textiles, shoes and sporting goods. It aims to make handling and administration easier for those customers.

One of the products offered by the company is an online shop, which is an important tool when it comes to retaining customers and improving the image of the ImPuls customers themselves.

MATERNA Communications is responsible for hosting the "ImPuls fashion" online shop on behalf of ImPuls AG. The MATERNA Service Management team provides these hosting services from the in-house computer centre, where the relevant applications are administered and executed in a professional manner.

What our customers say:



"In MATERNA we were able to call on a professional business partner right from the very beginning. Our requirements were met quickly and efficiently. Important criteria for hosting an online shop, such as fast loading times and permanent availability, were fulfilled. We're looking forward to continuing to work together."

Rainer Markwitz
Director, ImPuls AG



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The MATERNA Service Management team

The MATERNA Service Management team can take care of the following:

- Software and service integration
- Managed services in the in-house computer centre
- Service process management for the entire time the system is operational



The data centre has a redundant Internet connection and links to two Internet Service Providers by means of several dedicated lines. These dedicated lines are operated by various carriers on separate routes. All network components required for the connection are duplicated too.

The BGP Internet routing protocol ensures that the Internet addresses used are reliable.

ITIL-certified staff guarantee that professional service management and monitoring is available 24 hours a day. In this way, the needs of even the most demanding customers will always be met.

The "ImPuls fashion" online shop

This shop provides a professional Internet presence where products can be presented and sold, both to specialist dealers (B2B) and to end consumers (B2C). It offers an extensive range of functions. Also, as it is integrated into the ImPuls inventory management system, any changes to product or pricing information made in that system do not have to be made again in the online shop, thus resulting in a highly efficient workflow.

Overview of functions:

- Unlimited number of products in the matrix view
- User-friendly search functions
- Customised pricing
- Updates for product information
- Customer login using personal access data
- E-mail acknowledgements sent automatically
- Various payment terms and methods (incl. Paypal)
- Alternative delivery addresses
- Clear structure
- Optimised loading times
- Newsletter
- Customisable design

