



**think  
wise.**



# CUSTOMER SUCCESS STORY NEW ERP SOFTWARE FOR MANTER INTERNATIONAL

*Manter International has replaced its ERP software with Thinkwise and has now successfully implemented the new business software (TAWIN).*

## Manter International BV

Manter International in Emmen is a manufacturer of weighing and packaging machines for fresh potatoes, vegetables and fruits. Flexible, customer-oriented packaging solutions and exceptional service are the foundation for the Manter success. Manter was founded more than 21 years ago by Herman Wehkamp and Peter Lenferink and is now supplying worldwide to over 50 countries.

### Former situation

Peter Lenferink, director and owner of Manter, remembers well how it all began. "We started Manter in 1995. The standard ERP software did not meet our specific requirements and was too rigid. We wanted a flexible software solution that we could quickly and easily modify and we therefore opted for an in-house developed customized ERP solution. This customized ERP solution was developed in Delphi and maintained by 1 person. This posed a risk with regard to the continuity of the software. All knowledge was held by this one person. Also, there were no possibilities for any further technological and functional development. For example, we wanted to automate routine operations such as order entry and with a view to international developments our desire to work through the web became more prevalent. In order for Manter to continue to grow, we needed business software that would fully support our business processes and would satisfy the current technological possibilities." A switch to new business software was an obvious move.

### Former situation

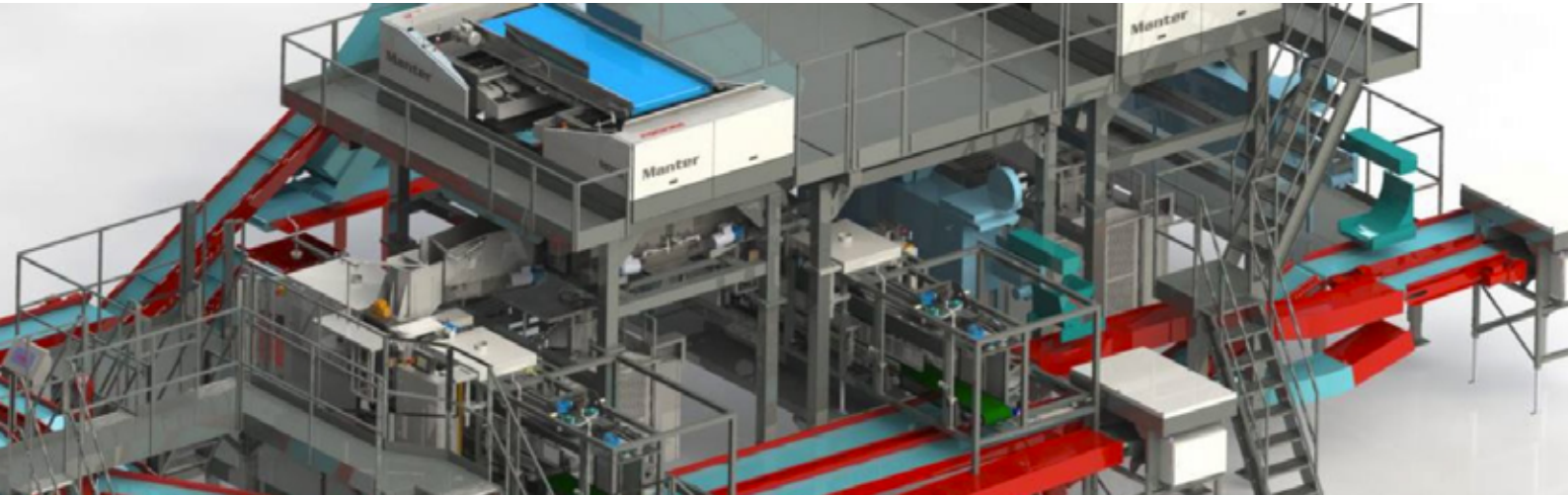
- A customized ERP solution in Delphi.
- Development and maintenance by 1 person.
- No continued technological and functional development.

### Solution

- Carried out a fast test drive during the exploratory period.
- Initially translated the existing software one-to-one to the new software.
- Optimized and expanded the software.

### Future

- Improve customer service by expanding the software with a web portal.



## The solution

“Frankly, we were sceptical when we first met Thinkwise”, says Peter Lenferink when he continues his story. “All the software providers we talked to said the same thing. Everything is possible. However, Thinkwise also wanted to prove this to us. Already during the acquisition phase they modernized our existing business software. Within a very short time we recognized our existing application but it was now entirely modernized under a new database and immediately available for Windows, web, tablets and smartphones. In the subsequent phase, Thinkwise did a one-to-one translation of the functionality to the new environment. We wanted to keep all the existing functionality before we started to look at any functional expansions and optimizations. It was immediately clear to us that the new software (TAWIN, Thinkwise Application Without any Interesting Name) was much more flexible. The modern GUI is very user friendly and the performance has greatly improved. We can work faster and more efficiently. And with demonstrably fewer mistakes.”

## Always up-to-date

“With Thinkwise we can further develop our IT, while at the same time achieving growth with the same number of staff. Management information is always up-to-date. At any time and anywhere, I now have access to the status of the received orders, the current stock and the order intake. This has resulted in an improved quality of our deliveries”, says Peter Lenferink.

## Future

“We want to further improve the service towards our customers and optimize and expand TAWIN. For example, in the future we would like to offer our customers the possibility to follow the processing of their order enquiries and their orders. This means that less telephone contact about the order status will be necessary. The great advantage of Thinkwise is that we can quickly add additional functionality. Whenever we are ready for the next step, the software ties in seamlessly with this. We are extremely proud that we have chosen Thinkwise as our software partner”, says Peter Lenferink as he finishes his story.

*“We can now help Manter to continue to grow with the same number of staff. Whatever the future brings, the software will always support our plans.”*



**Peter Lenferink**  
Directeur en eigenaar  
Manter International BV

### Cooperation

“The cooperation exceeded all expectations. The project team, consisting of representatives from Thinkwise and Manter, shared knowledge and were quick to react during the implementation. We are impressed with the result and we confidently look forward to the future”, according to Peter Lenferink.