

klopjacht

A PROJECT TO IMPLEMENT KLOPOTEK SOFTWARE IN LESS THAN SIX MONTHS

ten Hagen & Stam, Dutch publisher in the construction, industry and technology sector in Den Haag and Deventer, and stand-alone business unit of the Wolters Kluwer Group, achieved a go live with the Klopotek Publishing Solution in record time. In just five and a half months, all three project teams - the publisher's IT department and user teams, the Klopotek teams from Germany and Amsterdam, and arvato systems, Klopotek's subcontractor, from Germany - met the ambitious challenge to reorganize the publisher's complete IT infrastructure and to replace all old systems.

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The successful go live was celebrated at festivities in The Hague. A T-shirt with the logo of the project "Klopjacht" was presented by Inge Wilmes, Director Klopotek & Partner GmbH, Jos Wilschut, IT Director ten Hagen & Stam (photo right), and Ernst Lopes Cardozo, Director Klopotek BV, at the celebration party.

"After a solid process we decided to go for Klopotek because it offered the most comprehensive set of functionality in the market.

It also easily combines with SAP FI/CO, which we selected as a financial solution. Klopotek serves subscriptions, books, loose leaves as well as advertisements which is very important to us. Besides this we were attracted to the Klopotek method which ensures a reliable implementation on planning and within budget.

We expect to optimize our business dramatically with the introduction of Klopotek. The integrated nature of the software supplies us with up-to-date and adequate information which will optimize our sales, marketing and distribution."

Jos Wilschut, Directeur Realisatie en IT of ten Hagen & Stam

“How can we manage to do the implementation within 6 months only?”

Inge Wilmes, Director Klopotek & Partner GmbH, describes some of the factors that contributed to the success of this project.



To go live with all distribution systems and SAP FI/CO within the space of six months presented Klopotek with a new challenge. We wanted to begin work on the project before the summer holiday season, to achieve a go live in the first quarter of 2004. Unfortunately the start was delayed until after the holidays and yet the go live date still remained unchanged - March 2004.

When we began work on the project, doubts were expressed and the question was asked: How can they possibly manage to complete implementation within a six-month period? Let me explain which were the important factors in achieving this:

- Having a good team is essential. It must adhere precisely to the Klopotek implementation method, while showing the necessary confidence and spirit to achieve the goal.
- Adequate resources have to be made available by the customer. A project of this kind requires the best people and an excellent management.
- Good crisis management, an ability to find solutions and workarounds to keep the project running at all times is a must. Every project of this kind will have its crises at some point or other.
- Successes during the course of the project are also important. Milestones should be defined and reached, such as finishing the system settings and the functional and parallel testing.
- Teams must be prepared to help and

guide each other, if any weaknesses become apparent.

- Individuals must cooperate very closely in teams. This includes all teams involved.
- Sufficient importance must be attached to migration and interfacing, which are often the weak points in a project. Although it is a "one-off task", the successful migration of existing data from the current legacy system, without any reduction in quality is essential, because this data is the basis of ten Hagen & Stam's business now and will remain so in the future.
- Interfacing involves both knowing the business processes inside out, in order to be able to technically build the interface, on the one hand and managing the technical aspects of interfacing and testing based on complete test scripts (to logistic, invoice printing, delivery via suppliers, and SAP) on the other.
- Customization of the applications means building up business models - and carrying out extensive testing.
- No change requests. The standard version is implemented and then optimized afterwards, once the system is being worked with.

Looking back on the tHS project, these are some of the highlights from the Klopotek point of view:

- We could not take it for granted that the hardware basis would be set up in such a short time, but it was ready before the milestone was reached.

- The ASM (advertising sales and marketing) team had a tough schedule to go live by mid-January, because all of the orders had to be entered manually. This meant that for this part the address and contract migration had to be finished by the beginning of January. It was a very big step for the whole team, including migration to achieve this goal.
- The IAP (international address pool) team was always ahead of time, they even started and succeeded in completing CCM part 1, which had originally been scheduled for phase 2.
- When the migration team managed to make ASM available for the go live, it was time for Klopotek to provide further support with data corrections after the delivery - so called pre-sql / Nachbrenner.
- SAP FI/CO implementation was completed on time.

Last but not least, it is extremely important to lead and manage the project from an overall point of view and I am happy that Klopotek was in a position to provide a lot of input to the management team, based on our experience in publishing. I would like to thank the ten Hagen & Stam project management team, especially Jos Wilschut for the very close, constructive, and fruitful cooperation. But let me also thank my teams from Klopotek and arvato systems.


Inge Wilmes



About the Project

Phase 1

In September 2003, Klopotek started to introduce the international address pool and the various sales and distribution systems for books, journals, and advertisements for 150 users.

Data also had to be migrated from a very complex IT structure.

Some of the publisher's business processes such as invoice printing and delivery / shipment of products had to be outsourced and an interface to the warehouse logistic built.

The Klopotek partner, arvato systems, Bertelsmann implemented the finance software component SAP FI/CO. The two applications were integrated via the Klopotek/SAP standardized interfaces. ten Hagen & Stam preferred to deal with one main contractor and so this cooperation proved very successful.

With its Sales and Distribution Systems Klopotek has not only reorganized the sales and distribution of books, loose-leaf editions, online subscriptions for weekly and monthly magazines, but also successfully implemented the system for the ten Hagen & Stam flagship product "Cobouw", a daily newspaper with a circulation of 15,000.

Phase 2

Meanwhile in a second project phase, which has started and will take another three months to complete, Klopotek and ten Hagen & Stam will implement further modules, such as marketing, production, contracts and rights & royalties for the publishing house.

"There was never any question that we would have anything other than a standardized software."

Talking to Jos Wilschut (JW below), IT Director, and Charles Paape (CP below), Director Sales and Marketing Services, ten Hagen & Stam, about the way the project was run, getting accustomed to a new IT system and the advantages they expect from it.

ten Hagen & Stam have successfully completed phase 1 of implementing Klopotek standardized software and SAP FI/Co. Why did the company find it necessary to make the change?

CP: Well I think the decision was based on two considerations. Firstly money, operating costs. And secondly, our previous legacy system was very slow, complex, old fashioned and it became difficult to obtain accurate information from it.

Discussions we had here were always based on different figures, for example when Jos and I talked about turnover, the figures we had differed between say 1,000 and 900. But most of all it cost us a lot of time entering orders in the system. In some cases it took us 20 minutes to order one subscription.

JW: You have to take into account that the old systems were not designed for ten Hagen & Stam. In fact the heart of the old system that we switched off on 1st April was actually about 30 years old!

The systems were designed to be used by WK Holland as a broad company with a main focus on legal and tax publishing, so they were introduced at ten Hagen & Stam in a rather crude manner, they weren't adapted to the situation that was specific for ten Hagen & Stam.

In the end an important role was played by the fact that we were going through a period of system freeze. The decision to replace the systems was taken in 2000, since 2000 no changes have been made to the systems whatsoever, so no adaptations

to the new situation. Of course that is something which has changed dramatically with the project, we have now a system set up, which is being implemented for the purpose of being used by tHS, to meet the specific needs of ten Hagen & Stam.

What was the evaluation like, was there much competition between different companies and how does the Klopotek product meet your requirements?

JW: Charles and I did the selection process of a new system and we evaluated about five systems and also system combinations, different combinations between ERP solutions and financial solutions. It ended up being a competition between two: Klopotek/SAP and Bestmate as a standalone product.

What definitely led to us choosing the Klopotek/SAP solution was that Klopotek had a fully developed advertising module, which was not present in any of the other options. Advertising turnover is about 40% of ten Hagen & Stam so that was very important.

Jos Wilschut

The other reasons lay in the combination with SAP and the project management skills, which are definitely available with Klopotek, so it gave us a reasonable guarantee that we could manage to carry this out in half a year.

That was extremely important. Because other suppliers had a lot more drawbacks and a lot more conditions attached. This, combined with the project management method, which I already knew from previous experiences with Klopotek, convinced me that we were making the right choice.



Inge Wilmes talking to (from the left) Jos Wilschut und Charles Paape

And choosing Klopotek was also very much driven by the need of ten Hagen & Stam to say good bye to the old systems in a very short period and the project management component was extremely important.

Did you discuss whether to choose a standardized or a bespoke software for your company?

JW: It was never any question that we would have anything other than a standardized software and also I think one of the reasons that we have been successful is that we actually have implemented Klopotek as a standardized software.

CP: Yes. On the other hand SAP also offered us implementation within about six months but in my experience I haven't seen them doing that. However, based on Jos' experience, he trusted Klopotek to manage it. So it was a very important factor in making the decision.

JW: All the suppliers offered this solution but with most of the suppliers a lot of development was necessary.

The only package available to us, which needed no development, was Klopotek. So we needed a standard package, there was no other option.

Jos Wilschut

I don't trust parties to develop something within half a year and then deliver it successfully, it's too complex to actually develop parts of the software, test it, roll it out and have it in an operational mode, so

ten Hagen & Stam, entrance hall in The Hague



INTERVIEW

that you can actually trust it to run smoothly for your company. So we needed a standard package, there was no other option.

Did data migration cause any problems, how successful was it?

JW: Migration was a bit of an issue in the beginning in the project. By Christmas time it was ok, which I think was a real achievement. By then we had complete data abstraction, we could upload the data, we could import it into the Klopotek system. This is something I would advocate doing every time, get on to migration as soon as possible, get the data into the system. It actually helps the system if you upload a real data set, as people feel that they're working with their own system rather than with test data. So in the end migration was no issue at all, I think it went ok.

Klopotek has a wealth of sound project experience, but part of your project was new to us; managing a daily newspaper. How successful was this part of the project?

JW: I could sense that it was new for Klopotek, it took a considerable effort to get it up and going, but now that it is up and running, it runs smoothly. It's like most of these things you have to adapt to the new situation but this was the case on both sides. For all other parts of the project, Klopotek has a laid out solution, it's pretty obvious what should happen, in this case it was not as obvious and we had to work hard, but I think Klopotek is able to manage it perfectly now.

Are you satisfied with the way that Klopotek and arvato systems implemented the SAP interfaces?

CP: I think that we didn't need to give a lot of attention to the SAP parts because in the monthly review the SAP part was always "green" as planned. And we started to worry because of the testing of the interfaces, the interfaces were there but I think we forgot to test them! On the interface side, there were no main issues at all, it is quite clear



The successful team at the Wegener printing house in Deventer: Victor Wilschut, Jos Wilschut, Ch...

that Klopotek has done this work before with SAP and the interfaces.

JW: I agree, the subcontractor arvato

It worked extremely smoothly with SAP and also with the subcontractor, that was a good experience.

Jos Wilschut

systems is a very good company, very skilled and also very nice people, so extremely little attention was needed for SAP, they just went about it in their own way and then they were ready, finished...

How well do you think that the different teams worked together on this project?

CP: With the different teams coming from different companies and different countries, in the beginning we noticed that some people had some problems using English as the main language, but that was solved very quickly. I think the teams learned a lot from each other and I think it worked very, very well...

JW: Yes I think you always have people that can work together without any problems, but you also find that there are teams where you have some problems, so we've had that here as well. Yes we had different cultures and also, although I didn't expect



...or Brouwer, Project Manager Klopjacht,
...arles Paape, Inge Wilmes (from the left)

it, there was a difference in approach. I think also the way Klopotek handles a project like this - quite firmly, which is good because otherwise you could never achieve the goal like this in six months, but sometimes it is difficult if you are on the receiving end so to speak. But I must say that overall I'm very happy.

I must say LogicaCMG performed very well in this project and I'm very happy about that because we are actually saying goodbye to them with this project. They have really done their utmost to get rid of the old systems, they did very well. Also in the migration team there were some really good people, so that went well. Overall we had a lot of good knowledge at the table.



Companies Involved in the Project



ten Hagen & Stam is a Dutch publisher in the construction, industry and information communication technology (ICT) sector, based in The Hague and Deventer. The company operates with more than 400 employees. ten Hagen & Stam is a stand-alone business unit of Wolters Kluwer, leading multinational publisher and information services company. ten Hagen & Stam's flagship products are Cobouw, the daily newspaper for the construction business, Automatisering Gids, the leading trade journal for ICT professionals, and NBD.

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The Klopotek group is the premier international IT solutions and consulting services provider to the publishing industry. The references include more than 200 educational, academic, scientific and trade publishing houses; 44% of the 50 market leaders in Germany and 25% of the 40 leading international players in publishing work with Klopotek software, including Bertelsmann, Wolters Kluwer, Verlagsgruppe Georg von Holtzbrinck and Springer Science+Business Media GmbH. Designed and developed for publishers from the very first, the Klopotek Standardized Software combines ERP, eBusiness and cutting-edge technology with a comprehensive knowledge of the publishing process. Klopotek publishing software has become standard at more than 7,000 work stations in Europe, in English, German and Dutch.



BERTELSMANN

arvato systems is a subdivision of arvato AG, the global networked media service provider of Bertelsmann AG. At more than 10 locations worldwide, specialists plan, develop, operate and maintain complex IT systems. 25 years of experience as international service provider in the management of complex IT systems is the foundation on which arvato systems consult their customers and implement IT solutions tailored to suit their requirements.

arvato systems have had a wide ranging cooperation agreement with Klopotek since 2002, at national and international level.



LogicaCMG provides management and IT consultancy, systems development and integration as well as outsourced management of targeted business processes. LogicaCMG creates and implements solutions for global clients. LogicaCMG provided ten Hagen & Stam with their systems and services from the mid 90s and their knowledge greatly assisted in achieving the goals of the team.



Printing house Koninklijke Wegener NV, leading Dutch media and marketing group based in Apeldoorn, is a service provider, printing ten Hagen & Stam's publications/daily newspapers, such as Cobouw, vraag en aanbod, Vastgoedmarkt, and Automatisering Gid. Wegener is one of the major players in Western Europe, for direct marketing products and services. Warehouse logistics interfaces were built to connect ten Hagen & Stam to their main warehouse, Libresso, Wolters Kluwer's distribution center in Deventer and to several smaller warehouses and printing companies.

INTERVIEW

When people can see the goal and want to achieve the goal, they start to become demanding towards each other, also towards the consultants and that's a good situation.

After one month, can you in any way quantify the advantages for your company?

CP: I cannot yet measure it but I'm sure, that we will save time with this system.

Order entry is getting quicker already and some processes are much easier to handle, which is quite normal with an ERP system.

After phase 2, when we have the CCM

module and the web tools Klopotek offers, and then when we are able to offer our customers a sort of self care on the web I think, then yes the advantages for our customers will rise. But no, I cannot yet measure it, it's too early for that.

JW: I also think you need phase 2. Up to now it's been a matter of replacing the basics and that's been quite successful but

it's not measurable yet. So I think overall it has replaced very well our past situation. It's performing stable and well but we need to put the cream on the cake later on and get the real benefits. I think CCM and PPM will definitely have added value for us.

You can compare it to a new house, if you buy a new house after thirty years in your old house. The new house is more modern and has all the comforts but you're still not at home for the first few months. I think we have the same with Klopotek we have a modern system and we know we will feel comfortable, but we are not yet home.

Charles Paape

Is the new system user friendly and easy to handle?

JW: It is. In some cases it is very user friendly. In some cases we have had to implement some less than optimum solutions because we've just had to put some things in, which had been put in in a more awkward way and in these areas it is a bit more work than we are used to. In most cases it's easy to handle and people seem

to learn this system quite easily. Especially ASM. I spoke to the project leader there yesterday and she said, it takes her a lot less time to teach people to work with ASM than to work the old systems and it's faster and gives them more information.

Did you need a lot of training for the users?

CP: No, we needed a lot of training, I don't know whether we gave them a lot of training!

JW: There was no time! And still it's running smoothly! People don't make that many mistakes either. So, in spite of not having an extensive training program, it went ok. I was amazed when we went actually through the live phase, how little problems we had comparatively.

JW: There is a phase of about two or three months, where people really get accustomed to the system. And then you add the other functionalities, which will definitely bring in a lot more added value for us. I think that we will be a lot more trustworthy for the market, once we have the PPM module implemented and have one planning option throughout the whole chain, so that delivery dates and everything are more trustworthy than those we have now. Then you have added value and also with marketing tools later on, which are a lot more easy to operate in Klopotek than in the old systems. That will also give us a lot of added value. Sometime in the autumn, when it's all up and running, we'll really see the benefits.

What are your expectations for phase 2 of the project; the implementation of Contracts, Rights & Royalties and Production?

JW: PPM, I think, will be a major step forward.

It is a lot more difficult to monitor today where a product is and what state it is in and that will give us an advantage



regarding market reliability. I think that that will be a major improvement - also the cost control internally, once we have the calculations module up and running - that will give us a lot of added benefits.

PPM, I think, will be a major step forward because at present production is working on their own in a separate system. We will be adding the calculations and the planning into the central system for the whole company and it will be obvious where a product is and what state it is in.

Jos Wilschut

And of course because everything is combined in one database you can only start to see the added value of that, this company has to learn to see the benefit. I know there will be benefits which we don't know yet in the system which we will find out as we go along.

What do you expect from a long-term relationship between software house and publisher?

CP: It has to be a long lasting relationship. I want Klopotek to listen to us to our view of the business and I think Klopotek expects us to listen to them about new technologies. It has to be a long-term relationship because we need to learn from each other. For you to have a partner who is satisfied with the running system, we must have a partner who is listening to our needs.

JW: I think, it's important for Klopotek to develop. That's why you buy a standard package because you trust them to develop relevant technology for the future. I think Klopotek is a company that listens to the market and tries to develop towards the needs of the market and that's something I expect from a relationship.

Thank you very much for this conversation.

klopjacht

Party to Celebrate First Phase and the Start of Phase 2

At the beginning of April ten Hagen & Stam celebrated the successful end of the first phase of the project "Klopjacht" on schedule. The second phase was launched with a kick-off with all the people involved.

The replacement of the old legacy systems with the phase 1 applications of Advertising Management, Marketing and Distribution has provided the solid foundation for phase 2, which will deliver extended marketing functionality, and see the implementation of Contracts, Rights & Royalties, Production Planning and Management.

ten Hagen & Stam honoured the great efforts of all the teams involved.

There will be no respite for the teams, starting with a kick-off meeting for the second phase with an autumn deadline, that will deliver real benefits for everyone to see.

The first invoice, suitably enlarged to commemorate the event, is handed over to Hein Heijbroek, General Director ten Hagen & Stam, and to Jos Wilschut and Inge Wilmes as the representatives of their teams.

The successful replacement of the old systems was celebrated with the symbolic handing over of the cassette with old data by Piebe Bakker of LogicaCMG.



QUOTES & OPINIONS



Victor Brouwer, ten Hagen & Stam's Project Manager Klopjacht, addressing the kick-off meeting about project organization and business processes with training, architecture decisions, migration, and settings.



Karin Klomp, Manager Customer Contact Center, and Natalie Jansen, Team Leader Customer Contact, ten Hagen & Stam, at the celebration party



Ronald Elward, Publisher Manager, ten Hagen & Stam



For Alain Verbeek, Manager Advertisement Sales, ten Hagen & Stam, the implementation of ASM was long past and no longer an issue, by the time the end of phase 1 was celebrated by the teams. His department has been working smoothly with the new software since January.

"The single critical point was the lack of time."

Jean Pierre Miani, Manager ICT of ten Hagen & Stam

Marketing: The main advantage of using Klopotek instead of the old systems is having just one consolidated database with all contacts and addresses, which is much more manageable than before. It will improve the quality of the addresses available to the ten Hagen & Stam marketing team and enable them to make reliable analyses of prospects and of customer databases, in the future. Currently the Klopotek implementation provides a good, strong foundation for new business. After phase two, when the CCM module and the web agents have been implemented, ten Hagen & Stam will be in a better position to enjoy the benefits of the new system.

Distribution systems for journals and books: Klopotek serves subscriptions, journals, daily newspapers, books, loose leaves, electronic publications, sets and series, as well as internet publications, which are very important to ten Hagen & Stam. They expect to develop new, mixed business models based on the flexibility of the system. The integrated nature of the software supplies ten Hagen & Stam with sufficient up-to-date information to optimize sales, marketing and distribution. Furthermore, multi-warehouse handling and the ability to have several service providers for printing and publication delivery is a must for this kind of business.

Advertising: The implementation of ASM (Advertising Sales Management) started in mid-September 2003 and was the first module to be finished. Advertising turnover is about 40% of ten Hagen & Stam so that was a very important issue for the company. The team had a tough schedule to go live in time, because all of the orders had to be entered manually. Attention was focused on it in the first months, and so advertising went really smoothly. ASM has been live since the 20th January meaning that the migration of addresses, customers and contracts was finished and that order entry could start by then.

New Options for ten Hagen & Stam's IT Department

For Jean Pierre Miani, Manager ICT, ten Hagen & Stam, and his department the software replacement offers new options: The computer center for Klopotek and SAP software is now integrated in IT infrastructure of his department. Interfaces had to be built to the outsourced printing and delivery, from suppliers, such as Wegener and the warehouse Libresso. Interfacing involves both knowing the business processes inside out, in order to be able to technically build the interface, on the one hand and managing the technical aspects of interfacing and testing based on complete test scripts (to logistic, invoice printing, delivery via suppliers, and SAP) on the other hand.

Interfaces to the warehouse logistics had to be built for the outsourced parts:

- printing the invoices and shipment
- the delivery/shipment part for books, loose-leaf editions and single issues to one main warehouse and two smaller warehouses and
- shipment of the journals and supplements to up to 16 printing companies.



Jean Pierre Miani, Manager ICT, ten Hagen & Stam, talking to Inge Wilmes about options with the new IT infrastructure

Experienced Implementation of the Finance Software Component SAP FI/CO via Standardized Interfaces

Klopotek partner, arvato systems, Bertelsmann, implemented the finance software components SAP FI/CO. Both applications were integrated via the Klopotek/SAP standardized interfaces.



Damy van Wilgen, Manager Financial Accounting, ten Hagen & Stam, and Tim Wermeling, arvato systems, at work in The Hague

Klopotek contracted arvato systems, that runs worldwide IT activities and services for the Bertelsmann Group, to implement SAP MySAP for ten Hagen & Stam. Following this project, arvato systems will implement SAP at two more Wolters Kluwer publishers, Liber in Sweden and Nelson Thornes in the UK, as Klopotek's subcontractor.

The team started with analyzing the business processes introducing ten Hagen & Stam to SAP as quickly as possible, so that ten Hagen & Stam would be in a position to participate actively and have control over implementation.

Besides SAP customization, the project involved implementing the processes and data alignment coming out of the Klopotek system. To do this, the defined standardized interfaces between the Klopotek and SAP system for all necessary data streams were set up to secure an integrated system.

The project contains also a complete migration of the required data as open

We didn't need to give a lot of attention to the SAP parts, there were on the interface side no issues at all, so you can see that Klopotek did this work before with SAP and the interfaces.

It worked extremely smoothly with SAP and also with the subcontractor. We made a very good experience with that. arvato systems is a very good company, very skilled people and also nice people, so there is extremely little attention for SAP and they just went on in their own way, and they were ready.

Quotes from the interview

debtors and creditors; all master data for products, debtors were migrated via an initial load of the interfaces.

The success of the project is down to the very close and good cooperation between all parties involved: ten Hagen & Stam, arvato systems and Klopotek.

Facts & Figures

Implementation of Klopotek Software

The following modules belonging to the Klopotek Publishing Solution, replace the old software systems:

- Advertising Sales and Management (ASM)
- Journal Sales and Distribution (JSD)
- Book Sales and Distribution (BSD)
- Product Planning and Management (PPM) - PPM Basic - Product and Publication Pool
- Customer Care Management System (CCM) - IAP International Address Pool

This included implementing systems for

- international addresses
- marketing selections (the marketing department was instrumental in getting the CCM part of the project started earlier than planned)
- advertisements for newspapers and journals
- sales and distribution for a daily newspaper, weekly and monthly magazines and online subscriptions
- sales and distribution for books, loose-leaf editions and CD-ROMS
- sales and distribution for combined products: book - CD-ROM - journal - online subscription

Interfaces were built to connect warehouse logistics.

A very complex migration was carried out from a mainframe system that was at least 20 years old in combination with several decentralized systems and a decentralized advertising system, where the outsourcing company was responsible for data delivery and conversion.

The Klopotek-SAP standard interfaces were built in cooperation with arvato systems for customers, products and sales invoices/credit notes.

SAP Implementation

During the course of the project, SAP financial accounting (FI) and controlling (CO) were implemented as follows:

SAP-FI:

The following modules belonging to the Klopotek Publishing Solution, replace the old software systems:

- FI-GL = General Ledger, incl. tax, postings, reporting, booking matrix, G/L interface
- FI-AR = Accounts Receivable, incl. electronic banking (bank statement, payment run), postings, reporting, dunning
- FI-AP = Accounts Payable, incl. electronic banking (payment run), postings, reporting, and an interface to Zylab for archiving.

SAP-CO:

- CO-CCA = Cost Center Accounting
- CO-OPA = Internal Orders
- PS = Project System, incl. structure and product types, flags for accounting and billing, result analysis keys for JSD products, reporting.

"The pleasant cooperation with Klopotek has enabled us to make a success of this project. The ease of use of the software and the strong project management was crucial to meet the steep deadlines that we set ourselves."

Jos Wilschut, Directeur Realisatie en IT, ten Hagen & Stam,
on the successful implementation of phase one of the project

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