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## **InnoCAPE**

## **Case Study report:**

Case study was made 2020



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## Monitor ERP System – The company

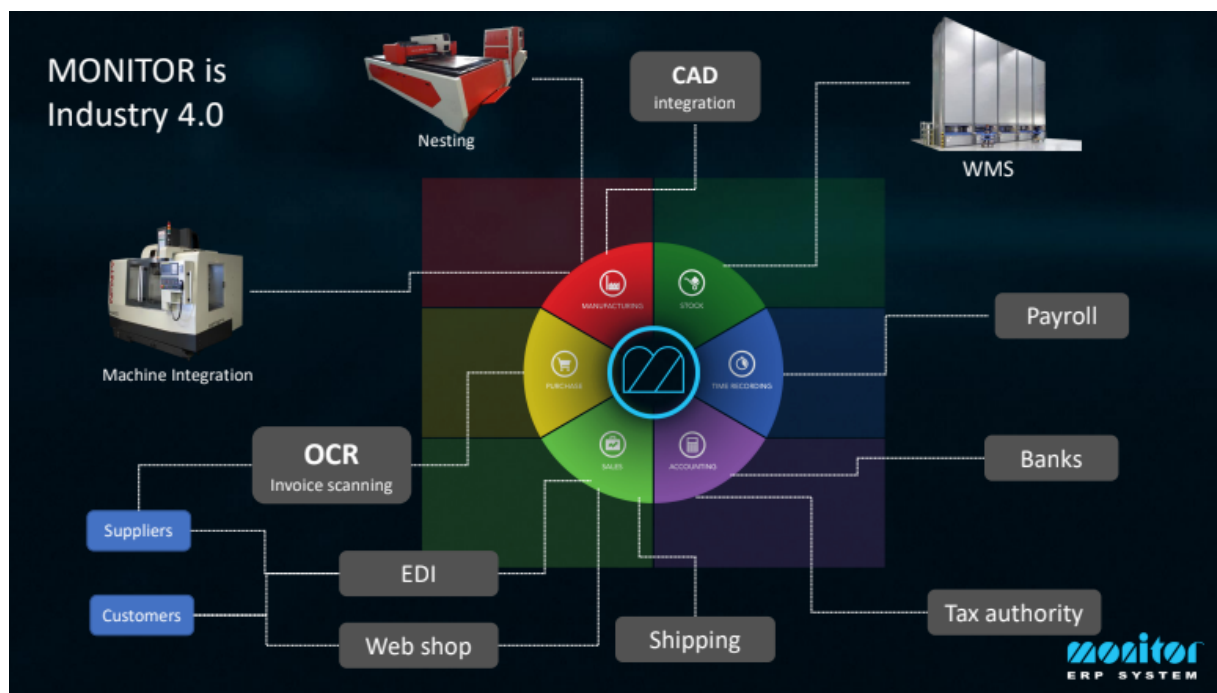
The company Monitor ERP System AB was founded in 1974 and was initially called Verkstadsteknik Persson & Co. It was then a pure consulting company in production technology. In the late 1970s, the development of a time calculation program began, later expanded to MPS systems. Since 1982, the company has been supplying MPS systems. The number of employees was then six people. In 1993, the company changed its name to Monitor Industriutveckling AB. In the autumn of 2012, the company took another step towards the future and changed its name to Monitor ERP System AB. Today's operations include Monitor business systems and consulting assistance for manufacturing companies.

The business includes development, sales, training, consulting and support within the MONITOR business system. The company currently has more than 300 employees in Finland, Norway, Poland, China, Malaysia and Sweden, most of them are stationed at the head office in Hudiksvall, Sweden. Most software development also takes place there.

In Sweden, all training and sales take place in-house. Outside Sweden, Monitor has its own companies and partners that handle sales and training. Monitor has partners in Denmark, Germany, Estonia, Latvia and Lithuania. Monitor is currently installed at approximately 4,500 companies in over 30 countries. Monitor is currently translated into 15 languages.

The company has an annual turnover of 50 MEuro and is very profitable (approx. 20% of turnover). The company has a unique profit sharing system for all staff, and more than 30 MEuro has been shared since 2010! For the year 2020 almost 4 million Euros were shared with the staff!

## Monitor ERP System – The system



## Reasons for digitalization

Monitor ERP system was studied as the implementer of digitalization and Industry 4.0. At the same time the company uses the ERP system themselves. By using the system and implementing most functions within the company still if it's a software company all staff get to know the system and can participate in generating ideas on improvements and developments.

The system is supporting mainly SME's within industrial sector where and the need of digitalization in the sector is huge. The system has high functionality at the same time as it is very easy to implement. The customer can grow with implementation or implement full Industry 4.0 from the start.



## Challenges and their solutions

Monitor is a ERP system supplier among the smaller companies, with competition from giants such as Microsoft and SAP. However, while the Monitor ERP system is focusing on SME and industry and production while others are more generic, the Monitor ERP is highly appreciated by customers.

The system is always up to date and being constantly developed and improved. Also, evolutionary steps have to be launched. Recently the system release G5 was launched, and tenths of MEuros has been invested before this release.

The company is in continuous need of recruiting developers, testers and consultants. Different ways of attracting top level staff are used as profit sharing, providing of apartments, top class office and sponsorships.

Introduction of the system into a new country takes vast investments in country package and support. Local language as well as VAT-rules, logistic setups and tax rules are just some examples to be implemented. The company therefore focuses on fewer markets with high footprints, and when going to a new market it's done in cooperation with a bigger customer.

## DIH activities

Monitor ERP system has a history of developing and creating as much as possible in house. But during the last years they are also developing resources from other parts of the world and starting to cooperate with players as RISE-DIH. In the fields of AI and Cyber Security Monitor ERP is reaching out to get the best available competence and services.