

SVOBODA SKLENÁŘSTVÍ

customer satisfaction
together with
A+W SOFTWARE

As a glass manufacturer in the Czech Republic, SVOBODA SKLENÁŘSTVÍ has always focused on optimum quality to ensure customer satisfaction. The company has both thrived and expanded together with A+W Software, who've been their software partner since 2004. Together they accomplished an improvement of efficiency by 20 percent. Today plans for automation show how innovation continues to pay off in growth terms.





'Satisfied customers will return.' Such has always been the guiding principle of Managing Director Svato-pluk Svoboda of Svoboda sklenářství, a Czech manufacturer of high-quality glass which serves both corporate clients and private customers. Embarking on his entrepreneurial journey in 1992 at the age of 17, Svoboda founded his glass enterprise in the small Czech town of Pohořelice near the Austrian border. Over the years he went on to transform a modest workshop into a thriving company of 25 employees that specializes in a wide range of glass processing services - from cutting to insulated glass production. Here what has set Svoboda apart is an unwavering commitment to delivering customer satisfaction - regardless of project scale. By that acknowledgement, Svoboda insists that 'we serve everyone - even if it's just for small lantern

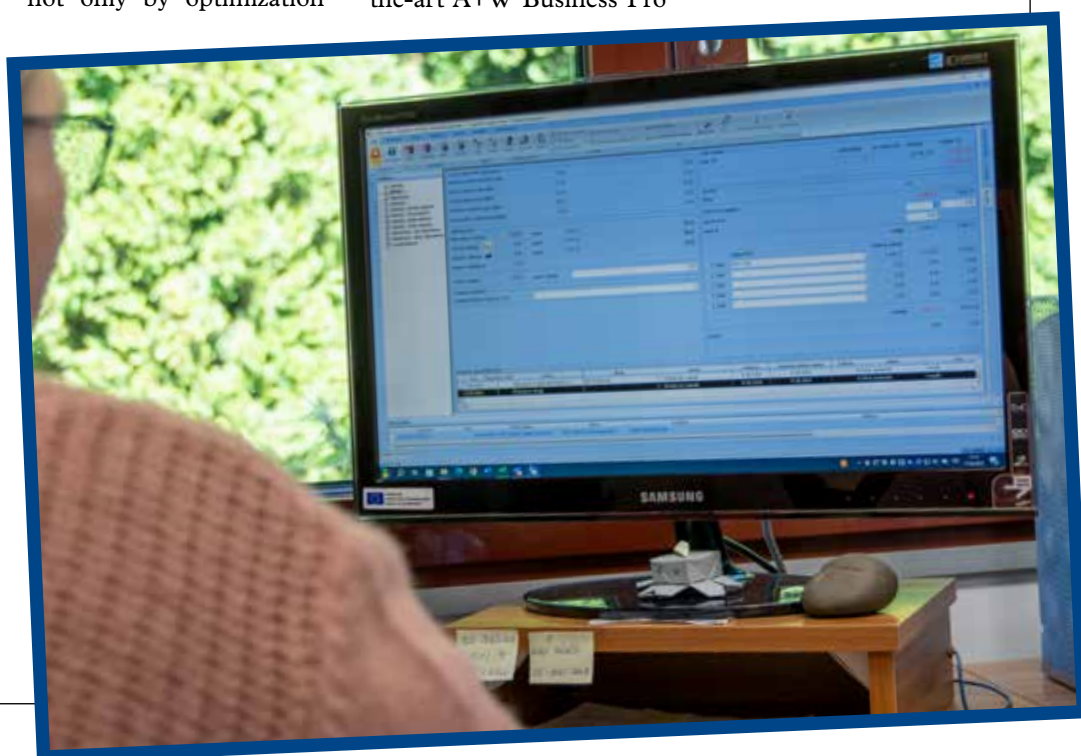
panes.' But as the company expanded, so did its software needs. Here the partnership between Svoboda sklenářství and A+W Software commenced in 2004 as the two implemented the Alfak-XOPT2000, a lean software solution for data recording and glass optimization. It marked the beginning of a relationship that was characterized not only by optimization

efforts but also by strong mutual trust.

A TRAJECTORY OF SUCCESSES

Since then Svoboda sklenářství has faithfully integrated A+W Software solutions. In 2022 a significant change occurred when Svoboda bid farewell to Alfak-XOPT2000 and embraced the state-of-the-art A+W Business Pro

ERP system, a transition aimed not only at updating the software but also at aligning it with Svoboda's vision - all the while preparing the company for the future. Indeed A+W Business Pro now enables office-based production control even as it offers a comprehensive overview of all production processes. This allows both employees and customers to access precise information about the status of orders. Also, some automated stock management is now possible. Importantly, this transition has been smoothly managed remotely, which underscores the excellent coordination between Svoboda and A+W. With the support of EU subsidies, Svoboda then expanded production to include a cutting-edge





Bottero cutting table - with A+W software controlling the automatic labeling of glass lites. The seamless integration of the new table was facilitated by A+W's excellent connection capabilities as well as its long-standing relationship with machine partners.

IMPLEMENTATION

Peter Kénesy provided invaluable support to Svoboda throughout the implementation process. His dedication and problem-solving skills ensured a smooth transition - earning high praise from the Managing Director for such exceptional customer support. Here the results turned out nothing short of remarkable. Indeed A+W Business Pro has increased processing efficiency by 20 percent, optimized preparation time and improved

office workflows. The software's intuitive configuration has empowered Svoboda employees to focus upon delivering quality products with punctual delivery. Now Svatopluk Svoboda envisions a promising future that's driven by the potential of A+W Business Pro.

MOVING AHEAD

Plans are already in place to acquire a new Schraml processing line with further steps to optimize production on the horizon - including the implementation of automation through machine control. Svoboda Says: 'We will next implement an A+W Production Terminal and A+W CAD Designer. That would hardly have been possible with the old software!' Such enhancements will enable

employees to generate NC code for controlling processing machines and create drawings of fittings and glass designs with ease. While the transition to A+W Business Pro has required some adjustment for staff, the founder's willingness to embrace this change has certainly paid off. Quality and timely delivery remain the cornerstones of Svoboda's philosophy, and A+W Business Pro allows him to uphold these values while driving growth. In a world where innovation is a key driver of success, Svatopluk Svoboda's journey with A+W Software's solutions exemplifies the power of a strong partnership. Starting from humble beginnings and now operating in a spacious 600 sqm production. Svo-

boda sklenářství's founder continues to deliver high-quality work - all supported by cutting-edge technology and an unwavering commitment to customer satisfaction.

A+W Software

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