



Altus is a market leading New Zealand provider of aluminium innovations and business systems for the construction and industrial sectors.

They're an organisation formed by two great companies:
Fletcher Aluminium and NALCO.

Altus specialise in designing, manufacturing, importing and exporting extrusions and rolled products, and distribute both locally and internationally.

Altus believe that by aiming high and digging deep for their customers, they can reach the very pinnacle of their industry.



CASE STUDY

Altus Window Systems

HIGHLIGHTS

Challenges

- Existing software was dated in terms of functionality and user interface. It had also reached end of support.
- Limitations and difficulties had been identified by the Altus developer team.
- Growing issues with customer experience.

Solution

- Partnered with Soft Tech to implement an upgrade pathway to the latest version of V6 3.7 software.

Results

- Greater efficiency in the internal team.
- Improved team morale along with immediate results, saving considerable time and money.
- Invaluable flexibility of V6 3.7 resulting in a better customer experience for users.

Greater Efficiency



Saving Time
& Money



Improved Customer
Experience

To request a demo visit www.softtech.com



For more information visit : www.altuswindows.co.nz

Challenges

While V6 3.4 was suitable for its time, it had reached end of support and it was dated in terms of the functionality and user interface, notes Altus systems applications manager Sejal Patel.

The limitations which were becoming apparent in the older version included difficulties from the perspective of her team of developers, debugging was cumbersome and difficult, which meant it not only took time, but also caused frustrations,” Sejal explains.

There were also growing issues with the customer experience in their fabricators.

Solution

Altus partnered with Soft Tech to develop an upgrade pathway to move on to the latest version of V6 3.7 software.

Over the course of five months, Altus upgraded its V6 deployment and is today seeing the benefits of advances in software performance for its developers and customers alike.

Results

The Altus upgrade to Soft Tech V6 3.7 has general benefits which Sejal describes as ‘making work easier and faster’.

From a programming perspective, Sejal says her developers are particularly appreciative of the improved way in which macros are handled in 3.7. “With the updated version, we can search for products within the macro and it gives a list of all products contained therein; then, we can see and change the code directly instead of opening the macro, searching for the specific item, and then only changing it.”

For Altus’ customers, the improved user interface in V6 3.7 contributes to a better experience every day. “Today, a great user interface is expected by users and, of course, substantial advances have been made in the way modern systems work,” says Sejal. “Our customers find things far easier because, for example, they can see extrusion profiles in the Bill of Materials. In the past, this was a part number which was hard to remember. Now, when hovering on a part number it shows an image - and that means fewer mistakes and faster working, as it is far easier to recognise a picture rather than a number.”

Finally, for an organisation working with multiple fabricators, Sejal says details like the ability to allow fabricators to customise their own experience in V6 is useful. “Our fabricators are now able to add their own logo and company details into their V6 for quoting and orders.”

“Another point is that the upgrade was quite simple, particularly as we involved Soft Tech to plan and manage any errors. They proved very responsive, and I have to credit my team, too, who after the upgrade went through every formula and macro to verify them.”

Helping your business grow

- Long term trusted partner in the industry.
- End to end solutions for your business.
- We work with you to future proof your business.
- Software that meets your changing needs.

About Soft Tech

- Serving the window and door industry for more than 30 years.
- More than 10,000 customers worldwide.
- 100+ employees dedicated to understanding, implementing and supporting your business.