

## GLOVIA INTERNATIONAL

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**\*\*\*For Immediate Release\*\*\***

### **Glovia International “Heats Up” Operations for Leading Manufacturer of Boiler and Water Heating Products**

*AERCO Automates Order Taking Process Via the Web, Enhances Operational Visibility, Improves Tracking Capabilities and Tightens Inventory Control With Glovia’s Extended ERP System*

**El Segundo, Calif., April 6, 2004** — Glovia International, a subsidiary of Fujitsu and a leading provider of extended ERP solutions for engineer-to-order and high volume manufacturers, announced today that AERCO International, Inc., a leading supplier of boilers and water heating products, has achieved significant operational benefits since implementing Glovia’s extended ERP solution, glovia.com.

Glovia has enabled AERCO to increase visibility into its operations, improving cost control and decision-making dramatically while enabling the company to understand its true costs and operational performance. The real-time, enterprise-wide, parts tracking capability has allowed AERCO to efficiently schedule projects and accurately track costs through full integration of engineering items, inventory, customer orders and accounting from original order through post-sales service. AERCO now has visibility across all customer orders to see where parts are required to avert potential shortages before they become actual problems and cause costly delays.

The improved operational visibility has also led to tighter inventory control, which is very important to AERCO. One of the company’s goals for glovia.com was to reduce inventory and increase turns. In 2003, AERCO has increased turns by 35 percent.

In addition, AERCO has enhanced order placement and processing by leveraging glovia.com’s e-commerce capabilities. “Not only can our reps order online, they have access to information regarding pricing, availability, and shipping that they previously had to obtain via a phone call. This is especially helpful for sales reps on the West Coast who many times, due to the three hour time difference, would have to wait until the following day for business critical information,” states Jane Falkenstern, director of IT for AERCO. “The immediate benefit is the decrease in volume of the number of parts orders which order entry personnel have to handle. Sales orders print directly in the production area for review and processing. This cuts down on approximately two to three hours of processing time in the order entry area. Our ultimate goal is for a Web-based order to print directly in the shipping area for picking and packing thus eliminating transactions and therefore saving time and money.”

Today more than 55 percent of AERCO parts orders are placed online with an ultimate goal of 98 percent, as more AERCO reps become active users of the system. Eventually AERCO hopes to expand the use of online ordering to the major equipment side of the business, not just replacement parts.

AERCO is currently in the process of implementing the glovia.com Field Service module to improve customer service. AERCO is planning to use the logging, tracking, monitoring and response tools to track customer service calls over periods of time to be able to analyze the information received and track the trends to more effectively manage field service resources.

“AERCO is an excellent example of how our solution can expand as a company’s needs grow and change. glovia.com’s modular design allows company’s to purchase only the capabilities they need to cut costs, increase productivity and fulfill customer demands,” states Yuji Nakasu, president and CEO of Glovia International. “Glovia allows manufacturers to manage and improve every aspect of their business with one proven extended ERP solution.”

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#### **About AERCO**

AERCO offers gas and steam-fired hydronic boilers and water heaters which simplify plant infrastructure, reduce project costs and minimize lifecycle expenses for value-driven schools, hospitals and others seeking long-lasting, reliable, high-efficiency equipment with advanced building integration and control capabilities. In an industry saturated with solutions – from the archaic to the disposable – AERCO’s innovative products designs, renowned manufacturing process, reputation for consumer education, and network of sales agencies are respected by HVAC and plumbing engineers worldwide. For more information about AERCO, please go to <http://www.aerco.com>.

#### **About Glovia International, Inc.**

Glovia International, Inc., a subsidiary of Fujitsu (Tokyo Stock Exchange: 6702), is one of the world’s most experienced and solidly backed providers of extended ERP solutions for businesses of any size – from small and mid-sized companies to global enterprises. The powerful and flexible Glovia ERP suite, glovia.com, provides for the unique needs of engineer-to-order, make-to-order, high volume and mixed-mode manufacturing environments through comprehensive, end-to-end functionality for the entire product lifecycle. Headquartered in El Segundo, Calif., Glovia has helped manufacturers to cut costs, improve productivity, and meet customer demands for over 30 years. For more information, please visit [www.glovia.com](http://www.glovia.com) or call (800) 223-3799.

#### **About Fujitsu**

Fujitsu is a leading provider of customer-focused IT and communications solutions for the global marketplace. Pace-setting technologies, highly reliable computing and telecommunications platforms, and a worldwide corps of systems and services experts uniquely position Fujitsu to deliver comprehensive solutions that open up infinite possibilities for its customers' success. Headquartered in Tokyo, Fujitsu Limited (TSE:6702) reported consolidated revenues of 4.6 trillion yen (US\$38 billion) for the fiscal year ended March 31, 2003. For additional information, visit: <http://www.fujitsu.com>.

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