

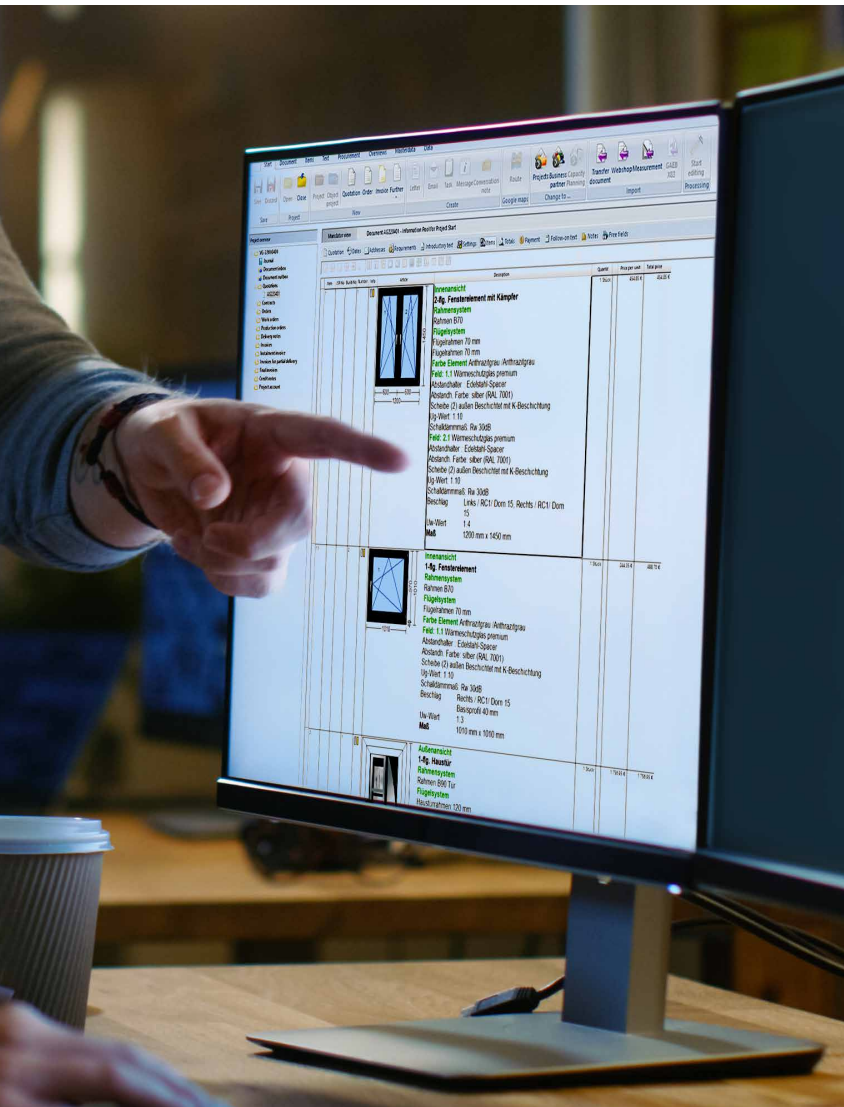
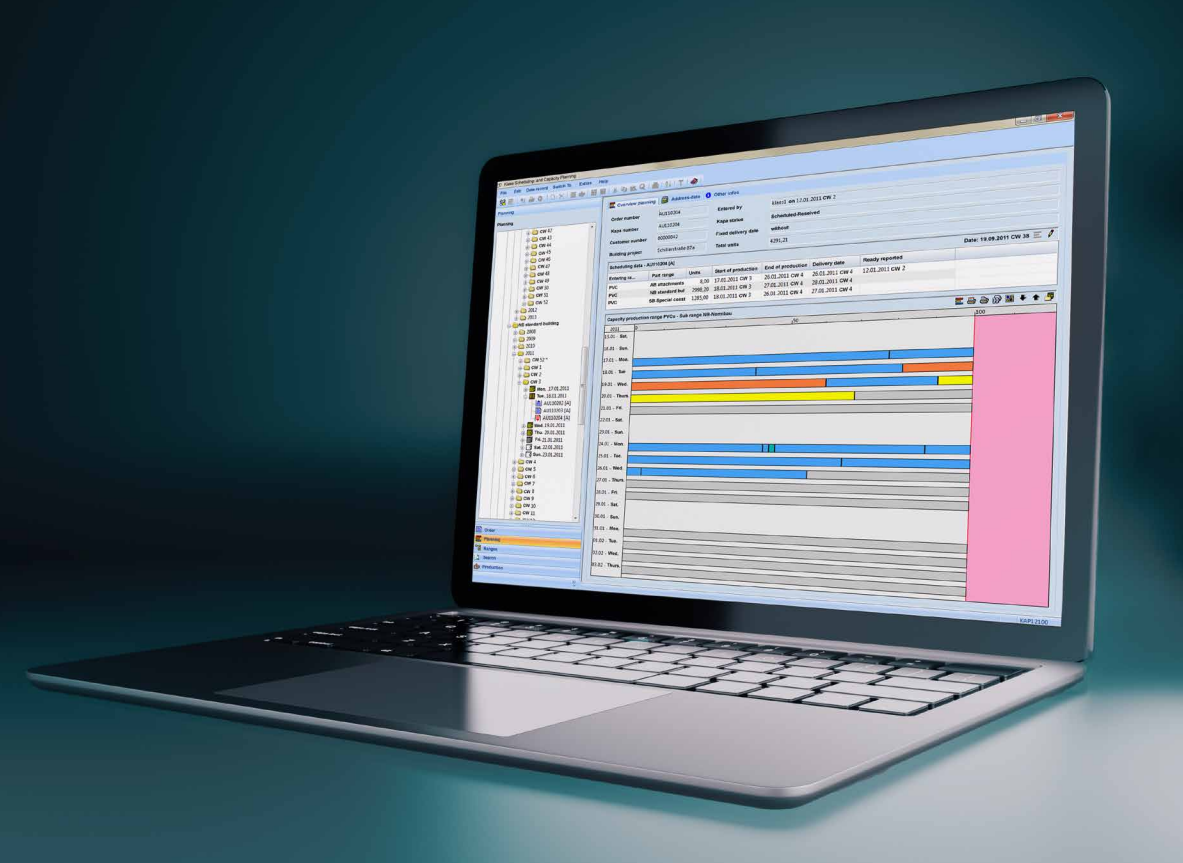


WINDOW. DOOR. FACADE. CONSERVATORY.  
KLAES. THE SOFTWARE.



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## Klaes – more than just software!

We have been developing innovative and tried-and-tested software solutions for the window, door, facade and conservatory industry since 1983.

Starting out as a one-man company, we have developed into a second-generation, internationally active company. With 285 employees and a total of 7 subsidiaries in China, Australia, the Czech Republic, Poland, Italy, Russia and the UK, we now successfully serve more than 7,600 customers in over 50 countries.

This concentrated „manpower“, decades of experience in international markets and an extraordinary „connection“ to the supply industry have made us what we are – Worldwide No. 1!

Regardless of whether you are a component trader, a craftsman-orientated or an industrially oriented production company. Many processes are similar.

Essentially, it is always about calculating, planning, manufacturing and installing your window, door, facade or conservatory projects efficiently and economically.

We rely on standardised processes and organisations that enable you to implement the software quickly and effectively in addition to a continuous workflow of your processes.

*Second-generation management: Lars Klaes and Miriam Berzen*

„At Klaes, we know that time is precious. That's why we have made it our mission to develop the best software for the window construction industry to help you design your processes in a consistent and organised manner“



# No success story without a beginning

Klaes has been pursuing a mission since 1983: to transform the window construction industry with innovative software. A one-man company has become a leading global provider of software solutions for window, door, facade and conservatory manufacturers. Klaes has achieved many milestones in its history and set standards in the consistent organisation of company processes.



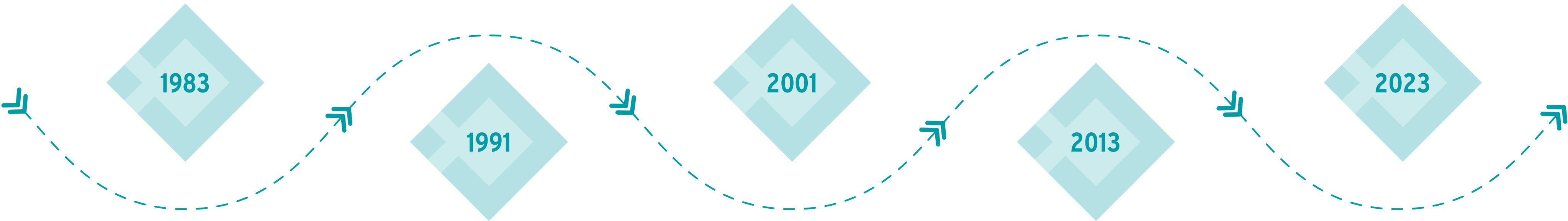
The company is founded by Horst Klaes with the first version of Klaes 1.1. The Klaes window construction software was developed with consistency in mind right from the start.



Expansion into an international software company that opens up new products, markets and partnerships. Klaes offers customised software solutions for companies of all sizes and becomes a global leader.



Klaes celebrates 40 years of success and stands for innovative and integrated solutions for all processes in the window construction industry. Web seminars and training platforms set standards in customer service.



Sale and installation of the first complete solution comprising software and hardware from a single source. Klaes sets standards in the design of PCs and servers manufactured in-house and in window construction software that supports different materials and languages.



Expansion of the basic software with new modern solutions, interfaces and web-based applications. Klaes sets new standards in the industry with the introduction of web seminars and the roller shutter configurator.



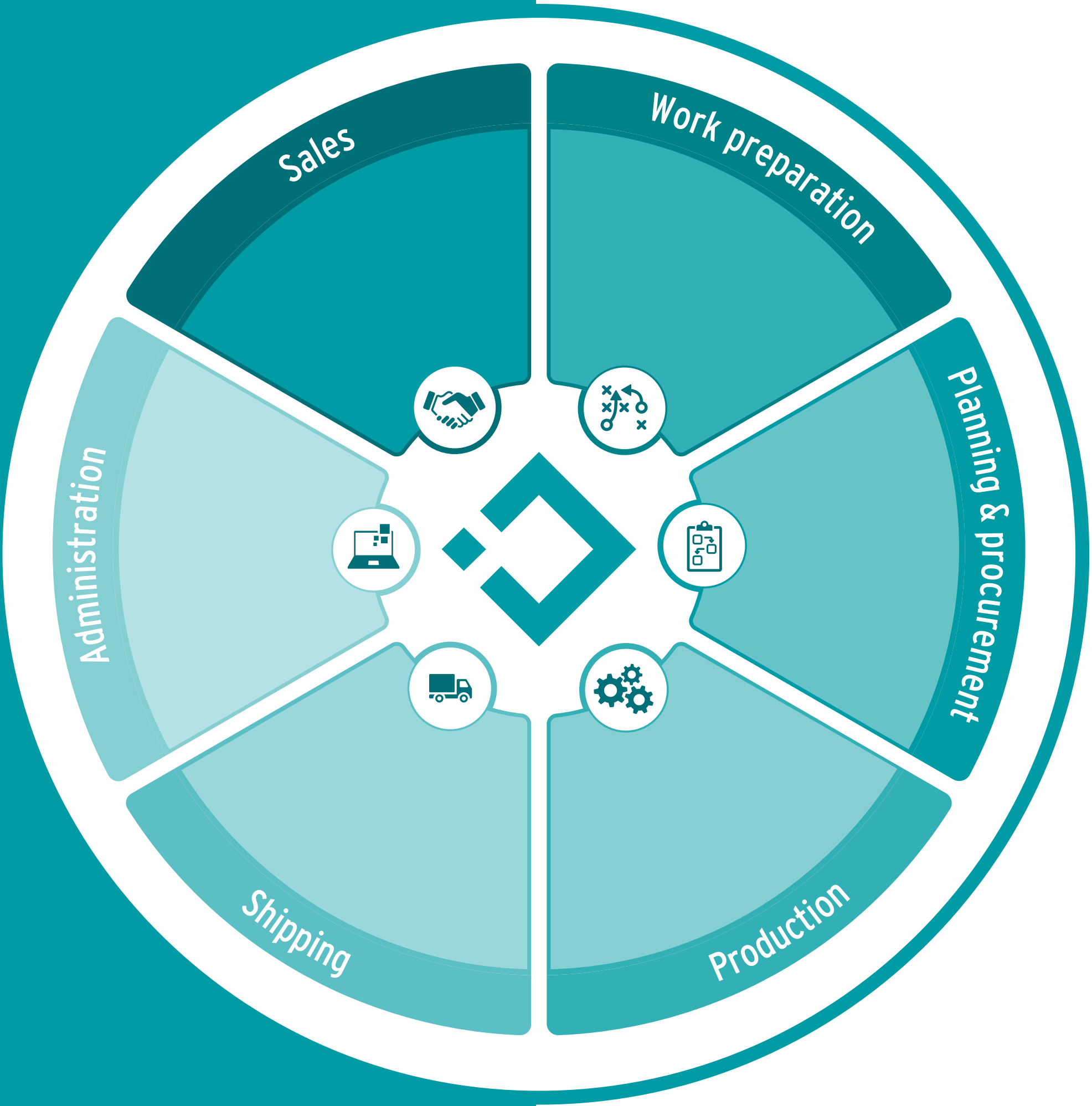
# Anchored in all working environments

## Klaes as a continuous process

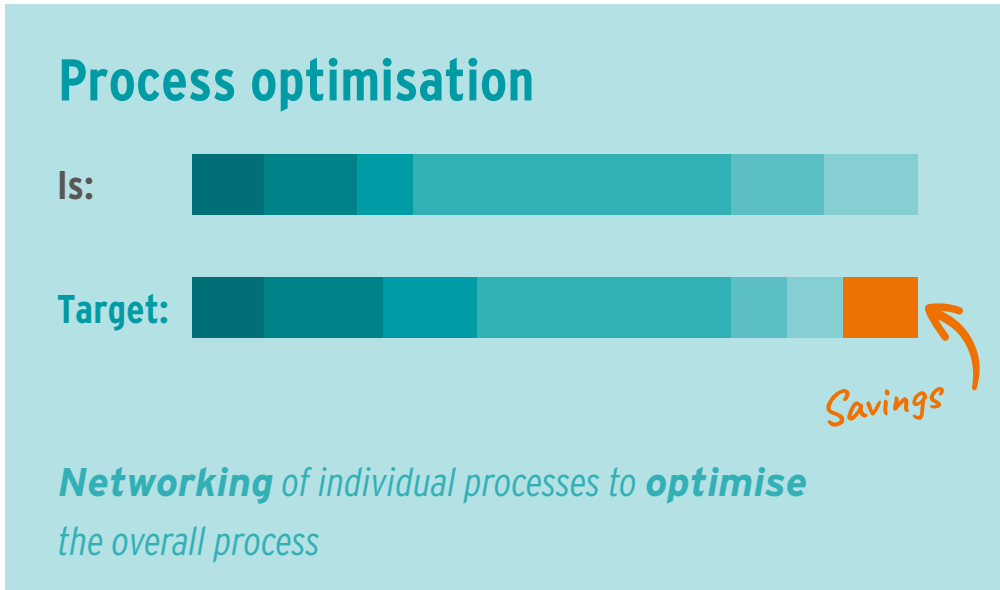
Acquire customers efficiently, prepare offers quickly and visually convincingly, win orders, specify reliable deadlines, place optimised orders, produce transparently, dispatch efficiently, install if necessary and finally invoice the projects professionally.

These are challenges and processes that you have to face every day in window manufacturing. Challenges that are mastered by different people in different areas of your company. We refer to these areas of activity as working environments. Starting in the working environment of **sales**, through **work preparation**, **planning & procurement**, **production**, **shipping** and **administration**.

Many different processes - communication and action processes - take place in all working environments. They must be optimised both inside and outside the working environment.



In order to ensure an optimal workflow, professional software is indispensable - software like **Klaes!**



The standardised solutions from Klaes help to optimally organise and thus simplify the processes in your company. You do not need any additional third-party software (isolated solutions), because with Klaes you have everything from a single source - from software to hardware to support. We are your partner for expertise, quality, security and sustainability.





## Working environment sales

*Without sales - no order - no production - no profit*

The entire window manufacturing process begins with the sales process. It doesn't matter whether you sell to private customers in B2C business or to component traders in B2B business; whether you have your own sales organisation or sell yourself as a managing director.

It is important to obtain as much information as possible from the very first contact with a prospective customer. In addition to data such as surname, first name, address etc., birthdays, interests or hobbies of a potential customer are also important. Think about subsequent marketing campaigns, for example, such as sending event invitations based on the customer's interests.

*„The art of selling  
begins with the first conversation“*

With **Klaes CRM solution** you can filter out your desired target group from a complex customer database and handle everything from the invitation to the event follow-up in no time at all.







## Working environment sales

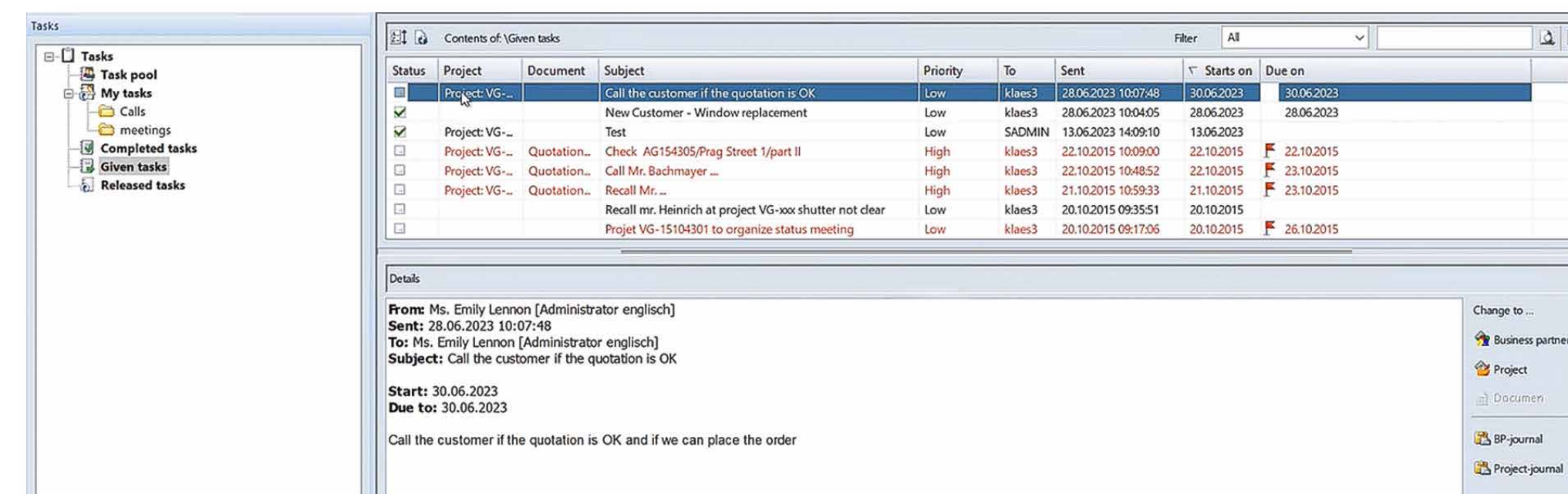
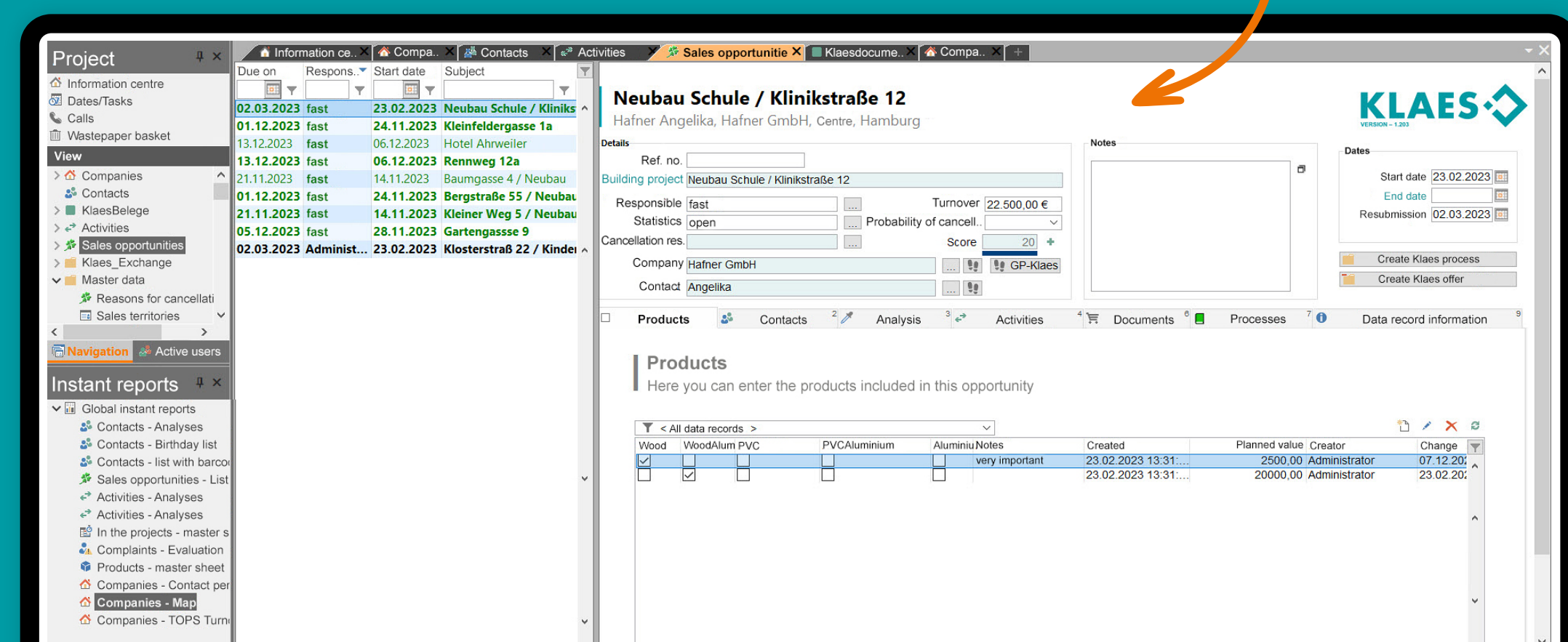
However, the true strength of **Klaes CRM solution** lies elsewhere. Imagine you urgently need the information for a customer meeting with one of your salespeople. Unfortunately, he is not available because he has another appointment, is on holiday or is ill. No problem - in **Klaes CRM solution** you will find all the information about this appointment.

With **Klaes CRM solution** you have a solution with which you can access all customer, prospective customer or business partner data throughout the entire company - 24/7. Whether visit or service reports, correspondence by e-mail, letter or telephone - you and

your employees can store numerous customer entries in this software solution and make this knowledge available to other colleagues at any time.

You will realise that with **Klaes CRM solution**, the speed of communication in your company will increase many times over - that's a promise!

*Efficient sales management  
„out of the box“*



## Teamwork means distributing tasks

The performance of a team depends on the performance of its individual members. To ensure this, an efficient distribution of tasks, transparency in processes and the **Klaes Info Manager** are required.

An example: A salesperson asks his colleague from administration to prepare a quotation and send it by the next day. How does he know that this task has been completed if the colleague is on the phone, not at work or ill? Valuable time is lost trying to obtain this information. With the **Klaes Info Manager**, this process is very simple.

Assign tasks to your colleagues with a defined deadline. The assigned colleagues and other employees such as team leaders or substitutes can view this task with the corresponding deadline in your Klaes task centre. This means you can always see whether the task has been completed or not. This is an efficient distribution of tasks and is also absolutely process-orientated!





## Working environment sales

### Optimum connection to component traders

Do you want to provide your component traders with a professional trading solution so that they can calculate their component traders themselves in a first-class manner, enter quotations and orders and then order them digitally from you? Great! Then realise this with our trade solutions **Klaes trade** or **Klaes webtrade**.

With **Klaes trade**, you provide your traders with a comprehensive ERP solution with which they can handle all commercial processes - just like you as a producer.

With the web-based **Klaes webtrade**, you can reach smaller assembly companies that have focussed on the creation of quotations, orders and invoices as well as the ordering of construction elements.

✓ **Klaes CRM solution**  
Recording of all information

✓ **Klaes Info Manager**  
Distribution of tasks to employees

✓ **Klaes webshop**  
Presentation of products via an online shop

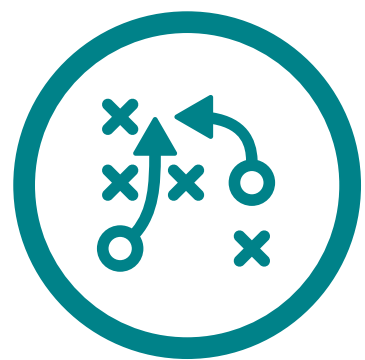
✓ **Klaes trade und Klaes webtrade**  
Retailer solution for the B2B sector



## Advantages of process-orientated communication

- ✓ **Increased efficiency**  
By using the Info Manager or a CRM system, work processes are optimised and accelerated. Employees have clear tasks and deadlines, which shortens the time it takes to complete tasks.
- ✓ **Improved communication**  
Process-orientated communication between employees enables clear and effective interaction. Information is made easily accessible, which improves collaboration and the flow of information.
- ✓ **Increased customer orientation**  
By recording customer interests, preferences and hobbies as well as logging conversations and visits, the company can get to know its customers better and offer personalised services or offers.
- ✓ **Employees can respond**  
quickly to customer enquiries and retrieve information as all relevant data is stored and accessible centrally. This leads to improved customer satisfaction and loyalty.
- ✓ **Transparent task management**  
By using tools such as the Info Manager, tasks are assigned, tracked and monitored transparently. This increases employee accountability and minimises the risk of tasks being lost or delayed.
- ✓ **Effective time management**  
The ability to track tasks and deadlines allows time to be utilised effectively and ensures that important tasks are completed on time. This ultimately maximises productivity and potential sales opportunities.





## Working environment work preparation

Your offer has been commissioned by your customer - congratulations! Now it's time for work preparation. This is a crucial step in window construction to ensure that the production of windows, doors, facades or conservatories runs efficiently and smoothly.

Important details from the exact dimensions, the selection of materials to the calculation of the exact cut lengths of the profiles, the positioning of the fittings and the size of the glass must be precisely recorded and taken into account.

With the **Klaes Software**, you have a powerful tool at hand that provides you with this information in a matter of seconds, saving you time and money.

To develop detailed solutions suitable for production and installation, you can create corresponding sectional drawings and wall connections in next to no time with **Klaes CAD plus**.

The commercial side of work preparation includes the creation of the order confirmation. If desired, you can transfer the quotation into an order with just a few clicks. You decide whether the entire quotation, complete items or only individual quantities of the items should be transferred. Of course, you can also create a completely new order.

Whichever method you choose, you always retain an overview of the original documents.

Good communication between different team members is also the be-all and end-all in the world of work preparation. With the help of the **Klaes Info Managers**, you are ideally equipped for this.



Acceptance of offer in order

Recording the building situation

Recordings of exact dimensions

Clarification of details

Creation of sections and wall connections

Supplement processing

Order release

„Good work preparation is the basis for efficient production!“





## Working environment Planning & procurement

### Plan resources effectively

People, materials and machines are finite resources. Efficient planning is required to maximise the production of windows, doors, facades and conservatories.

With **Klaes inventory management** and **Klaes capacity planning**, you have two powerful solutions at hand with which you can realise efficient planning of materials, personnel and machines.

Warehousing ties up capital. From an economic point of view, it is therefore a balancing act to keep as little material as necessary in stock and still fulfill your customers' wishes on time.

With **Klaes inventory management**, you always have an overview of whether you have enough stock materials available for your projects. The Klaes materials management system ensures that your warehouse is always optimally utilised.

Thanks to the automatic notification when stock levels fall below the minimum stock level, you know exactly when repeat orders for stock items are required. You can order these via **openTRANS** if required. Order-related materials are also ordered on time from your suppliers by **Klaes inventory management**. Effective communication with other Klaes solution modules, such as the automatic withdrawal booking by **Klaes e-prod**, further increases the benefits of **Klaes inventory management**.

*„Efficient resource planning is crucial in order to be economically successful and fulfil customer wishes on time.“*



With **Klaes capacity planning** you can schedule orders forwards, backwards or as a fixed date in no time at all. You can initially schedule the orders to be scheduled as a reservation. As soon as the order is released, it automatically receives the status "Scheduled". Rescheduling an order is also child's play with **Klaes capacity planning**: simply use the mouse to move the already scheduled order to another calendar week or another day - done!

In addition to determining the capacity and the delivery date, you can also compile production orders, report them as ready and monitor the delivery of the orders. If the delivery date is exceeded, this is clearly signalled. This means you always have an overview of the processes in your company. In the capacity utilisation diagram, you can quickly see how much you still have in reserve and can make reliable statements to clients, architects and employees.





## Working environment production



### Transparency and organisation in production

Have you ever roughly estimated how much time your employees need each day to print, sort and send the required production documents to production? And how many times a day do your employees go to production to check the production progress of an order or how many times a day are they searching for the materials they need for an order? And how many times a week do you have to send a fitter back from the construction site or have an employee drive after the fitters because loose accessories are missing?

They are still present in many companies - the production papers! As if in a morning ritual, the production orders are compiled, the required production lists are printed and sorted and then taken to production. This process often takes 30 minutes or more, day after day.

*High potential  
for cost savings*

If you need half an hour every working day for this process step, this results in 120 hours over the entire year (with 240 working days). If you value one hour at 40 euros, this step „printing and distributing production documents“ generates process costs of 4,800 euros per year.

If you now add to this the time your employees spend searching for materials for orders and the employee travel costs that are incurred every week because loose accessories have to be delivered to various construction sites, then you will certainly quickly realise what savings potential is hidden in the world of production.





## Working environment production

Scan component

View production information

Change / Defect booking

Parts are reordered

Install all components correctly

Book progress

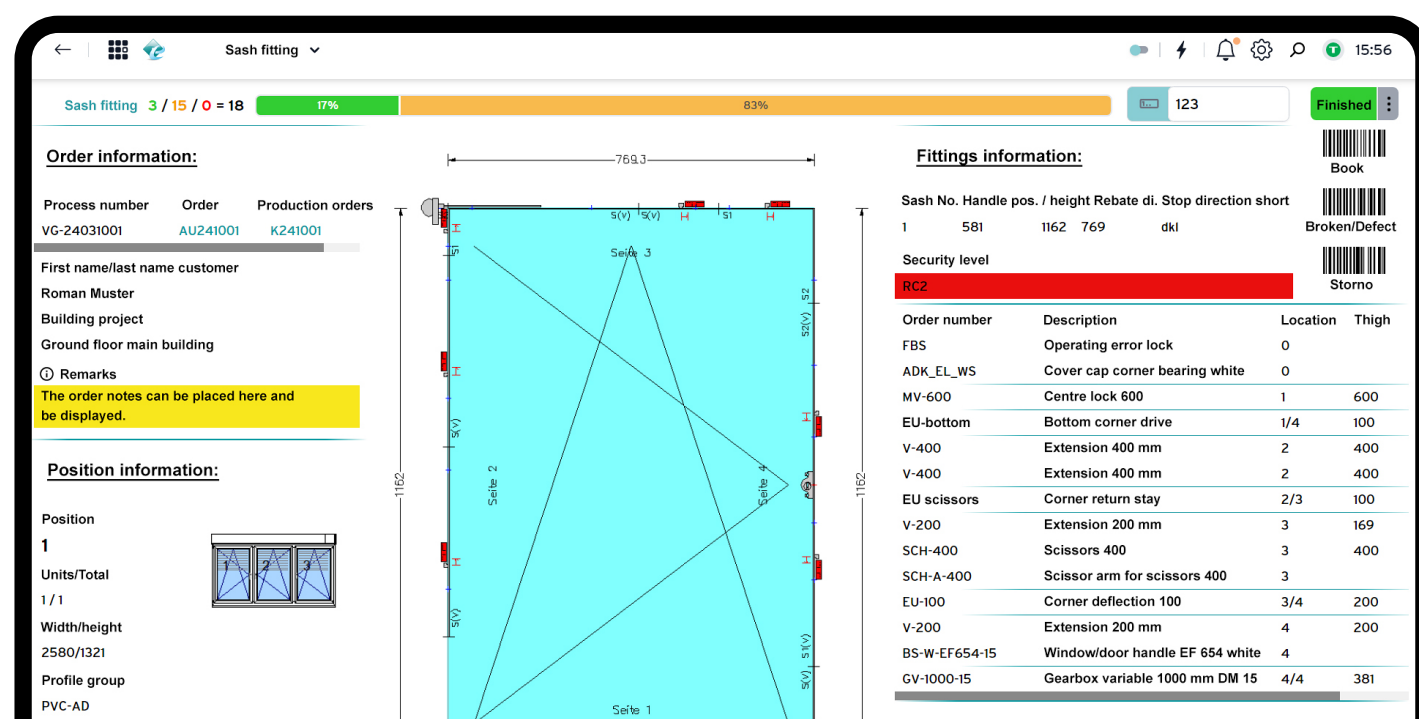
With **Klaes e-prod** you have a tool that starts right here.

Create your production information paperless in future. Each component to be processed is given a barcode. This is scanned at the respective workstations and the employee immediately receives the production information for the next steps to be carried out on the component. With or without graphics and in the language that the employee understands.

Scheduling and rescheduling orders becomes child's play. With just a few mouse clicks, your employees have the latest information on their monitor. And you have an overview of what is currently happening in the workshop at all times. Even outside the company if required,

because **Klaes e-prod** is web-based! And if there is a problem, for example a broken glass, then a defect is immediately booked and your production manager can order the new glass with just a few mouse clicks.

Searching for materials for current orders will be just as much a thing of the past as the time-consuming and expensive journeys back to the company from the construction site, because **Klaes e-prod** also manages storage locations. **Klaes e-prod** knows exactly where, for example, the glass for the sash or the loose accessories for a particular order are located. This saves time and is transparent. That is modern working!



All components are scanned using a label and the associated production information is displayed directly in **Klaes e-prod**.

- ✓ **Klaes e-prod**  
Efficient component management & organisation of shipping
- ✓ **Klaes e-control**  
Optimised production due to successful machine control





# Working environment shipping

## Packing - Loading - Assembly

The production of your windows and doors is complete. Now it's time to assemble all the elements and accessories before they are packed and loaded onto the lorry. At the same time, the fitters are scheduled and, if necessary, an exact delivery date is agreed with your customers. It's that simple - at least in theory!

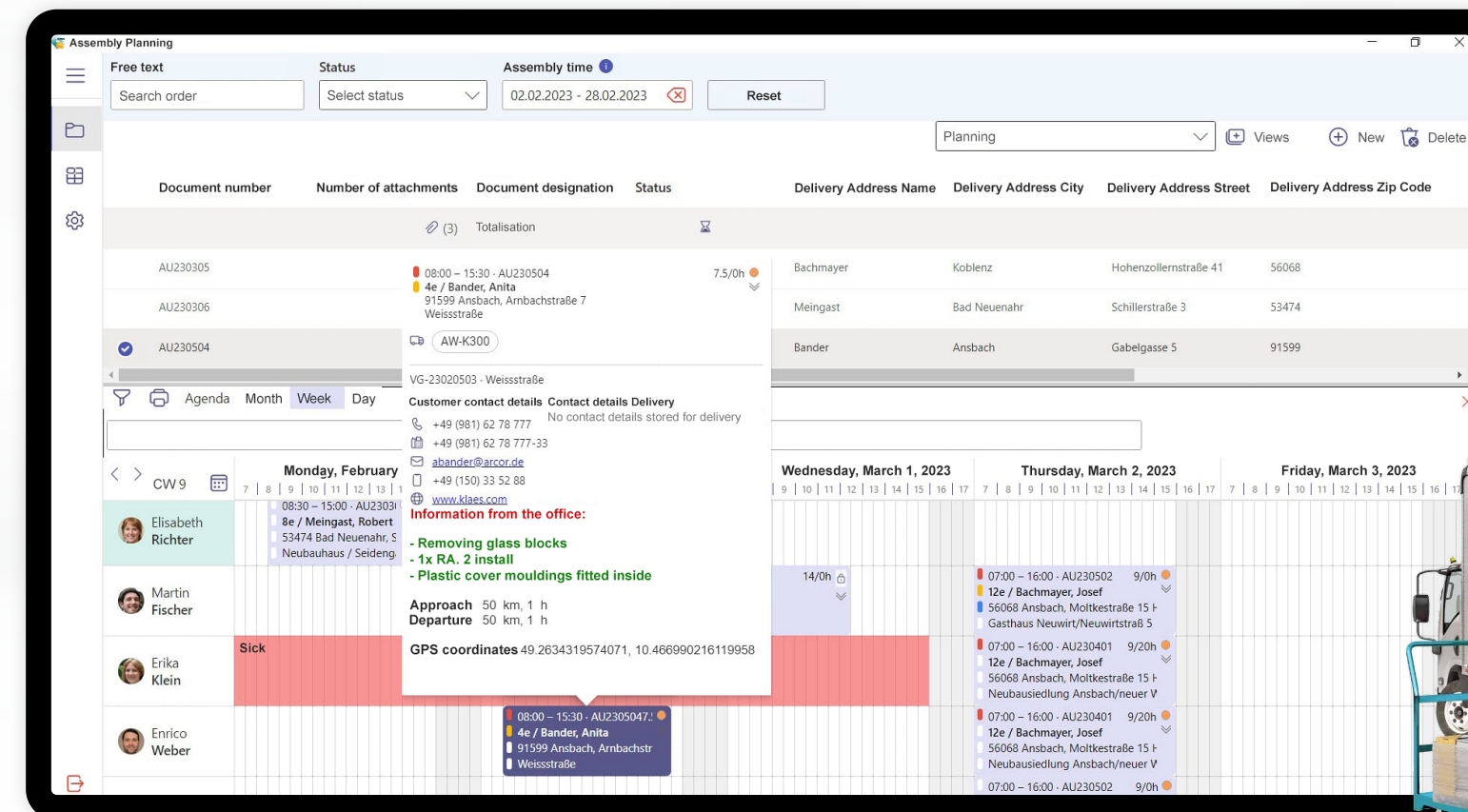
But the reality is often very different. Gathering the components is often stressful and time-consuming. It is not uncommon for forgotten accessories to lead to unnecessary „extra journeys“ to construction sites. These inefficient processes cause considerable costs and reduce your profits.

This is precisely where **Klaes e-prod** comes in with a dispatch workstation. A precise list of the components to be loaded with their exact storage location prevents them from being forgotten.

This also applies to loose accessories such as profiles, mouldings, push handles and olives. The required accessories are listed and can, for example, be packed with a wrapping machine, labelled with a barcode and „married“ to a storage location. **Klaes e-prod** now knows exactly which accessories are required and where they are located. During loading, all the required information is displayed and must be scanned.

On request, **Klaes e-prod** can also manage your delivery racks. These are very often located on various construction sites - and only a few companies have an exact overview of the location and duration of the racks. Manage and organise your delivery racks with **Klaes e-prod** and you will always know where your racks are at the touch of a button.

Efficiency in assembly planning



At the same time as the building elements are dispatched, many companies also plan their assembly work, including assembly teams and the necessary resources such as vehicles, barriers, construction cranes and more.

With **Klaes assembly planning**, you can link your orders directly to the planning of the assemblies. With just a few clicks, you can plan your orders together with the available

resources and thus have all the important information for your day-to-day business at a glance at all times. In the **Klaes assembly planning** order pool, you always have a complete overview of all documents to be planned. You can already view existing business partner information and item details during planning. You can simply add the necessary documents to the assembly date using drag & drop.

Clear status management and a distinctive free text search function make it easy to schedule documents for existing free resources. Of course, you can easily reschedule documents that have already been scheduled. The simple master data system allows a quick and uncomplicated introduction of **Klaes assembly planning** in your company.

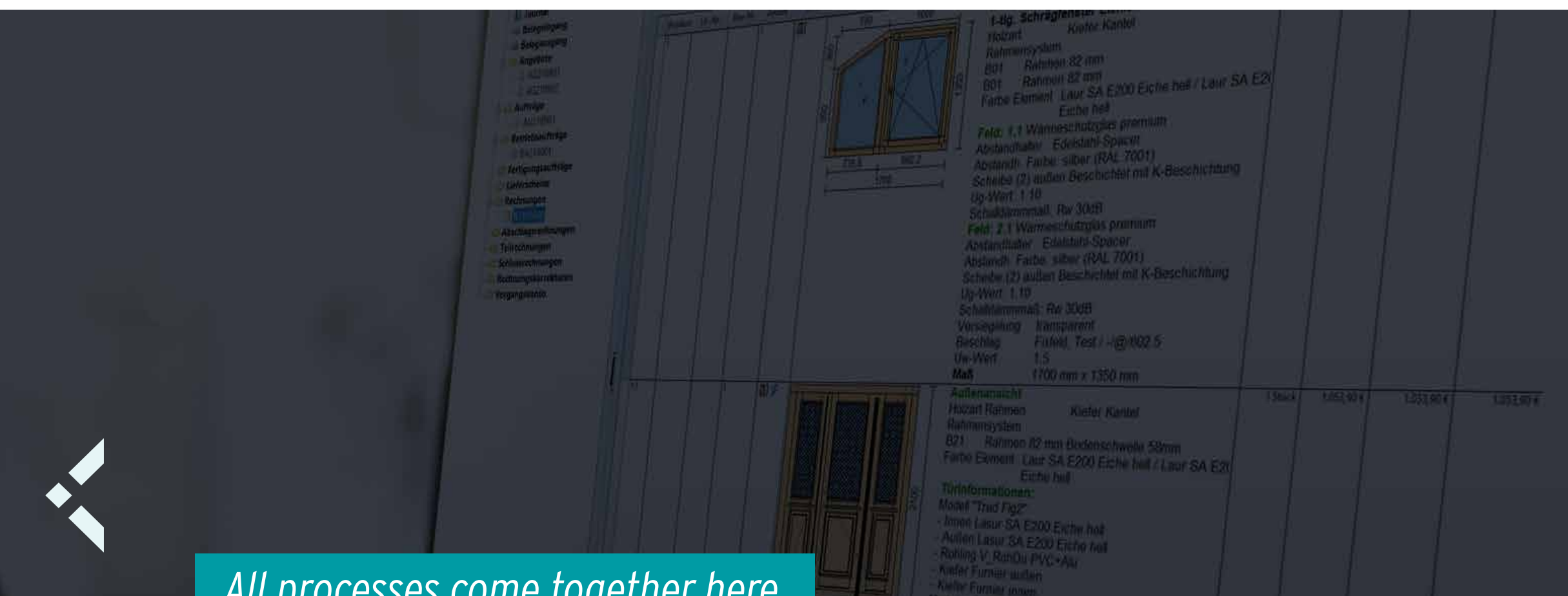
- ✓ **Klaes e-prod**  
Efficient component management & organisation of shipping
- ✓ **Klaes assembly planning**  
Planning of assembly & fitters  
Optimum use of resources







# Working environment Administration



All processes come together here

Many processes come together in the last, purely commercial, work area. After your components have been delivered and installed, many purely commercial processes take centre stage. Analysing reports from your fitters, writing invoices, recalculating orders, monitoring and booking incoming payments, etc.

Processes that are implemented in many companies with different software solutions. Not with Klaes. Here you have a solution for all necessary processes!

Everything under control with only one software

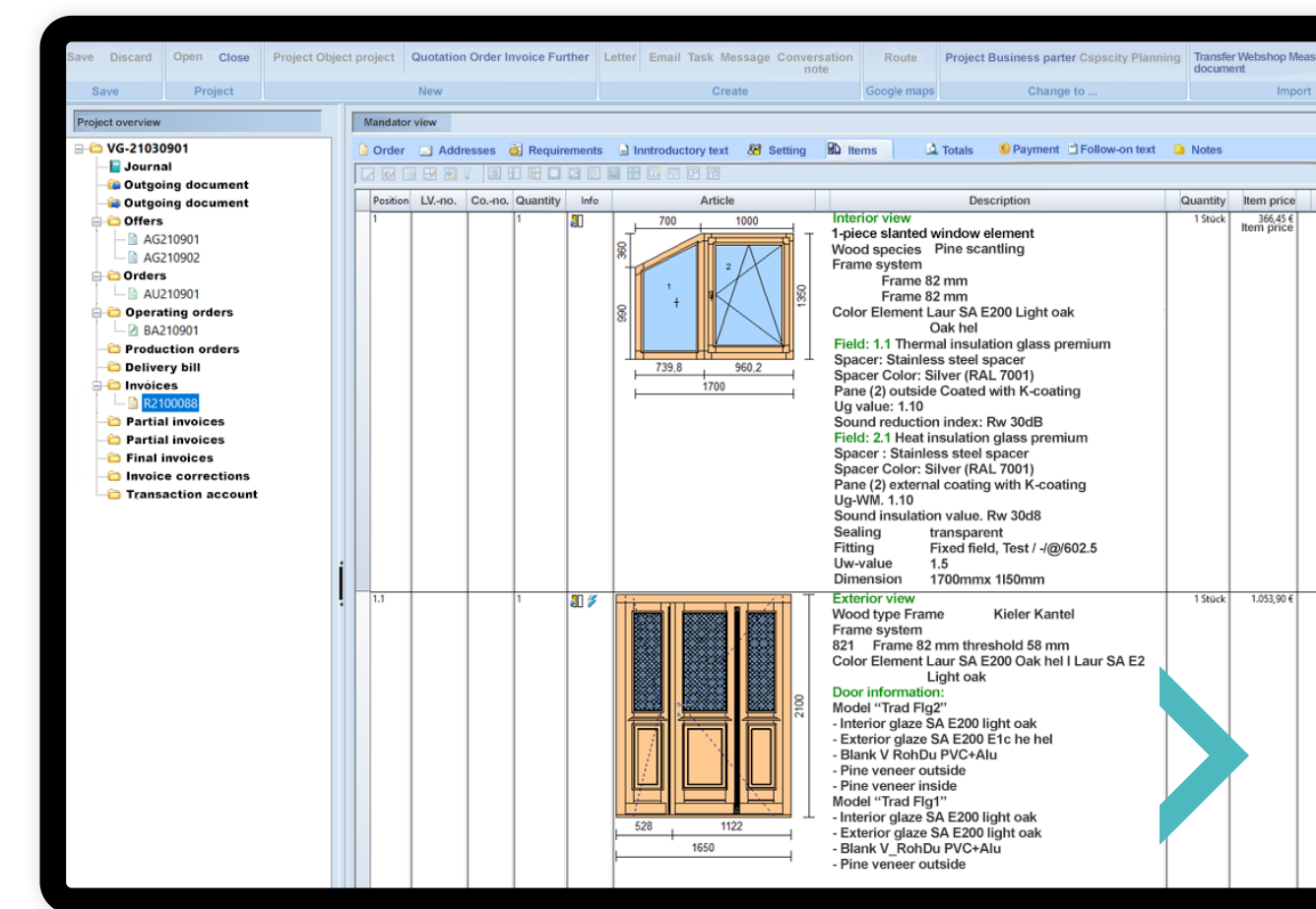
Order management

Payment management

Reports and analyses

In **Klaes Project administration**, you create the invoices from the orders. Of course, you can also write partial invoices.

You then post your incoming payments via **Klaes account management**. This means you always have an overview of all invoices and incoming payments. With the **Klaes payment system** payment muffles don't stand a chance! You can create commercial or technical evaluations, reports and analyses with Klaes in no time at all.



Digital time management

Document management

In the course of digitalisation, two other important topics have come into focus: **digital time management** and end-to-end **document management**. Both of these topics harbour a great deal of potential for making processes leaner and more transparent and therefore saving a lot of money.

## ✓ Klaes time management

Digital time recording, project time recording, holiday planning, sick and absence days

## ✓ Klaes DMS

Digitisation, indexing and central storage of documents, including powerful search functions and secure access and authorisation control





## Working environment Administration

### More time for the essentials

In many companies, employees record their working hours themselves on paper or in an Excel spreadsheet. These are then manually prepared for payroll accounting, which is time-consuming, and then manually entered into payroll accounting software.

Automate these processes with **Klaes time management!** In future, your employees will book their arrival and departure times via app, computer or terminal.

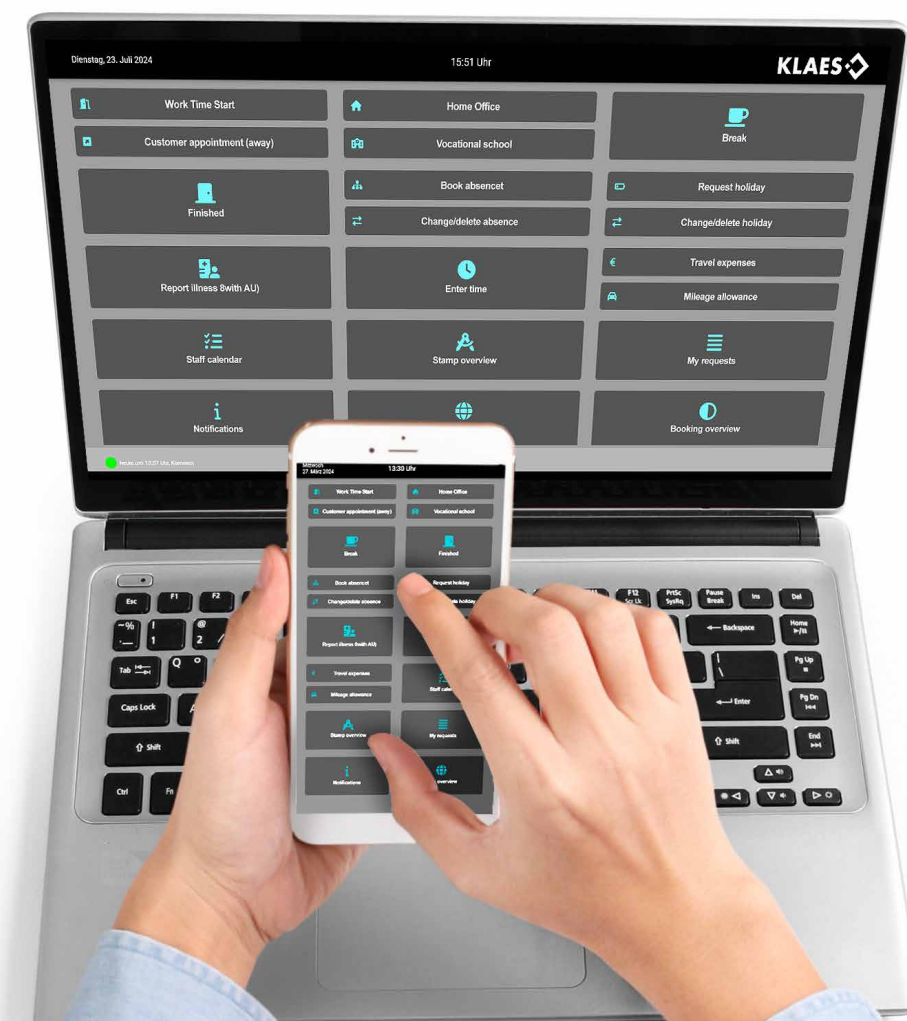
The recorded times are not only instantly available to the administration at the touch of a button, but can also be transferred directly to your payroll software if required.

The unpopular writing down of times and the time-consuming transfer of employee times for wage and salary calculation are no longer necessary.

But **Klaes time management** can do much more: project time recording for your post-calculation, holiday planning and sick or absence days.

With **Klaes time management**, you have a solution for the entire employee administration.

*Complete  
personnel management  
with one tool*



### Less paperwork, more efficiency

Searching for documents such as old orders, invoices, project notes or general business correspondence is a constant companion in everyday business life. Regardless of which documents are being searched for, it takes a lot of time.

A **document management system** (DMS) from Klaes digitises, indexes and stores all documents in a central location. This reduces your paper consumption on the one hand and the space required to store your documents on the other. The required documents can be found quickly and easily with the help of powerful search functions.

No more tedious and time-consuming searching for documents. Of course, "sensitive" documents can be protected via secure access and authorisation control, so that only authorised persons have access to certain documents.



The **DMS** from Klaes is GoBD-compliant ("Principles for the proper management and storage of books, records and documents in electronic form and for data access") and helps you to archive business-relevant documents securely and properly.

You can also automate complete workflows with **DMS** from Klaes - e.g. an invoice approval process. The DMS automatically scans, saves and classifies incoming invoices using meta-data and OCR. The invoice is then forwarded to the responsible employee, for example in the case of a substitution. After approval, the invoice is released and automatically transferred to the accounting system. Other conceivable workflows could be holiday application or procurement processes.



# Data & Facts

## Klaes GmbH & Co. KG

### in figures:

Customers: 7.600 in 50 countries

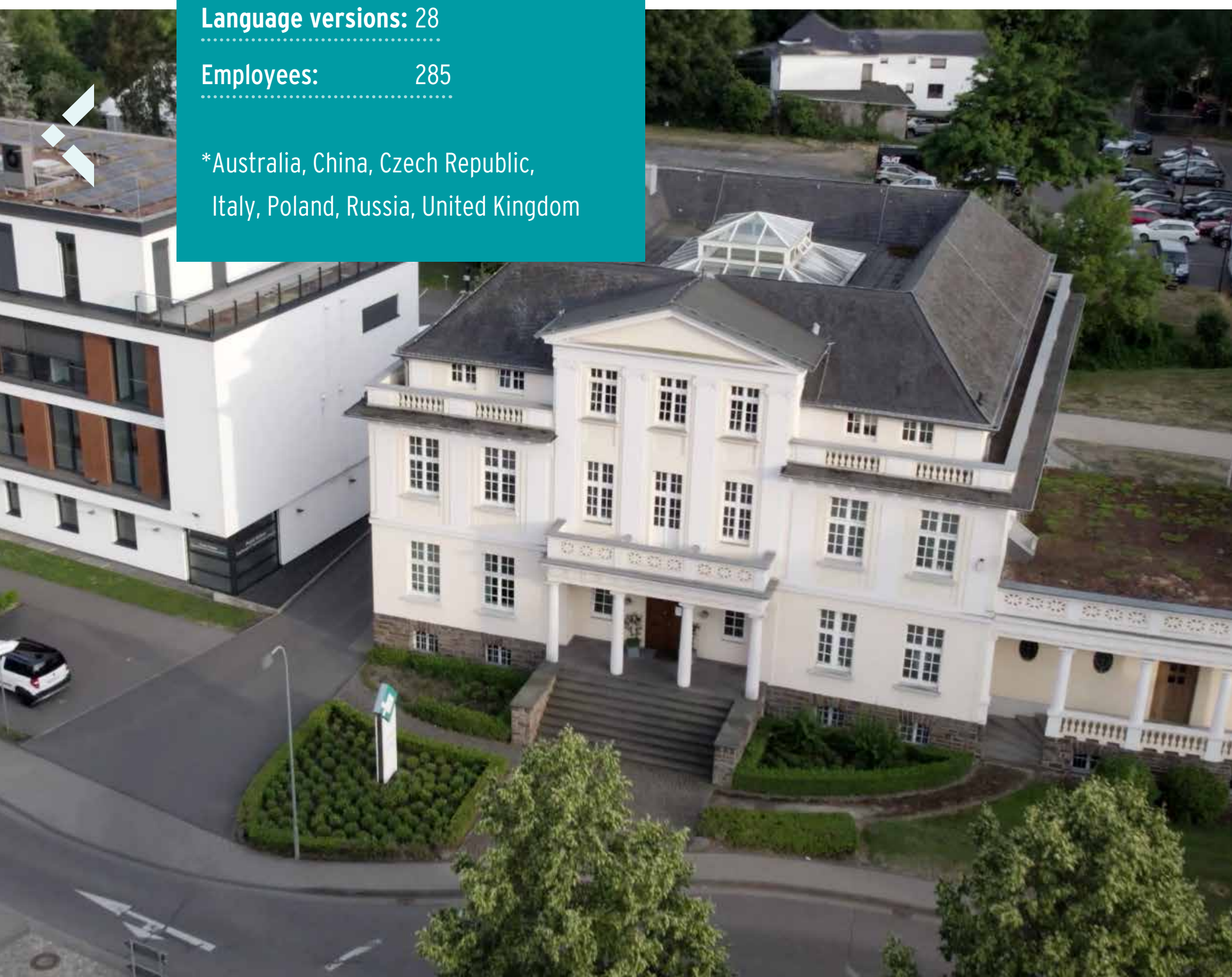
Subsidiaries: 7\*

Trade fairs: 28 in 16 countries

Language versions: 28

Employees: 285

\*Australia, China, Czech Republic,  
Italy, Poland, Russia, United Kingdom



## Klaes - a programme that the industry relies on

### ✓ Market leader for over 30 years

Klaes has been the world's leading software company in the window, door, facade and conservatory industry for over 30 years.

### ✓ Efficiency in every area

From sales and work preparation through planning & procurement to production, dispatch and administration - Klae's software solutions cover all working environments in a window construction company. They enable efficient and smooth handling of all processes.

### ✓ Focus on customer enthusiasm

Over 7,600 customers worldwide are enthusiastic and rely on Klaes software solutions to improve their business processes.

### ✓ Adaptability for all companies

Whether producer or retailer, small or large company - Klaes solutions adapt flexibly to the size and specific needs of your company.

### ✓ Global presence, local roots

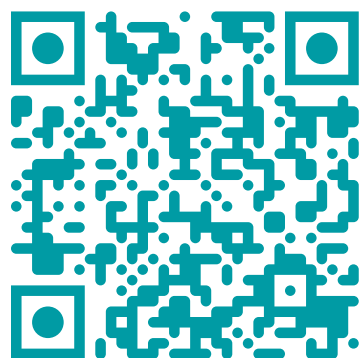
With customers in over 50 countries, 7 subsidiaries and an extensive network of partners, we understand the specific requirements and challenges of our customers and offer solutions that are tailored to their individual needs.

### ✓ Investing in the future

With over 285 employees, we continuously invest in the development of our software and in our high quality management. Above all, the unique partnership with the machine and supplier industry forms the foundation of a long-standing success story.

### ✓ Language diversity

Our software solutions are available in 28 language versions to serve a wide range of international customers.



[www.klaes.de/en-worldwide-no-1](http://www.klaes.de/en-worldwide-no-1)



# How to reach us

Do you have any questions about our products and services? Then please contact us by e-mail or telephone or find out more on our website.

We look forward to seeing you!



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Germany



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welcome@klaes.com



www.klaes.com



You are welcome to visit us on our social media channels



Are you already a Klaes customer?

For technical questions about our Klaes software, our support team is available for you at the following times:

<b>Mondays to Thursdays</b>	<b>7.00 am to 6.00 pm</b>
<b>Fridays</b>	<b>7.00 am to 5.00 pm</b>