

TietoEnator provides Stora Enso's Packaging Board Customers PartnerWeb for order handling

Stora Enso's Packaging Boards Division has built a web-interface on top of the Group's ERP system, which enables the division's major customers to browse information concerning their orders themselves. This extranet application, named PartnerWeb, is designed by TietoEnator and is currently in use with more than 20 of Stora Enso's customer sites. Roll-outs are continuing to key customers.

Behind PartnerWeb is the Fenix ERP system which TietoEnator and Stora Enso have been creating together. Stora Enso will implement it in their European mills. Fenix enables the user to follow the progress of an order in real time, so that he knows at which stage of the production-delivery chain it is. Fenix continuously provides a complete overview on, for example, orders and invoices.

With PartnerWeb, customers have real-time access to their information at all times. This is one of the key points of sharing business information with customers - information is always available on-line, regardless of differences in time zones and office hours between the customers and the mill - says eBusiness Manager Kirsi Viskari, leader of the PartnerWeb project at Stora Enso.

"Fenix is originally meant for Stora Enso's own users, such as production and logistics planners and the sales force. PartnerWeb application is meant to publish Fenix's services to customers, so they may follow the progress of their orders. They will have the same information at their disposal as Stora Enso. The customer can view statistics on his orders, production planning and various quantity data as well as real-time stock availability, which will give detailed information on even rolls and palette quantities," explains TietoEnator's Seppo Mutta, responsible for the design of PartnerWeb.

It's not simple to alter a big system or to add on new features. PartnerWeb system has to function in the best possible way without being slow or straining the primary system. TietoEnator's challenge has been to quickly implement light solutions, which nonetheless provide the level of functionality required by the web world. The structure of the Fenix ERP system used by Stora Enso makes PartnerWeb's real-time service possible.

"TietoEnator is helping us to respond to international IT strategy challenges. It is important for us that our partners respect our objectives as if they were their own, and support our growth objectives, and that they are always ahead of us in achieving excellence," describes Walter Haberland, Senior VP of Information Technology at Stora Enso.

Further information:

Kirsi Viskari, M.Sc, eBusiness Manager, Stora Enso Consumer Boards, tel. +358 20-46121, kirsi.viskari@storaenso.com

Seppo Mutta, Department Manager, Sales & Logistics Solutions, TietoEnator Forest, tel. +358 5-635 500, seppo.mutta@tietoenator.com

With 12,000 employees and annual net sales of EUR 1.1 billion, **TietoEnator** is a leading supplier of high value-added IT services in Europe. TietoEnator specialises in consulting, building and hosting its customers' business operations in the digital economy. The Group's services are based on a combination of deep industry-specific expertise and latest information technology.

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Stora Enso is one of the world's leading forest products companies. The company's main product areas are magazine papers, newsprint and fine papers as well as packaging boards, areas in which the group is a global market leader. Stora Enso is also a significant producer of timber. In 2001 the company had sales of EUR 13 billion and approximately 15 million tonnes of annual paper and board production capacity. The company employs some 45 000 persons in more than 40 countries and its shares are listed in Helsinki, New York and Stockholm.

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