

Customer Experience @ Joris Ide

SAP Connect Day for CX, May 12th

JORISIDE
THE STEEL FUTURE

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Who is Joris Ide

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Who is Joris Ide



OUR DIVISIONS & BRANDS ARE SET UP TO BE CLOSE TO THEIR MARKETS & CUSTOMERS



About Us

Company Structure



Where are we based

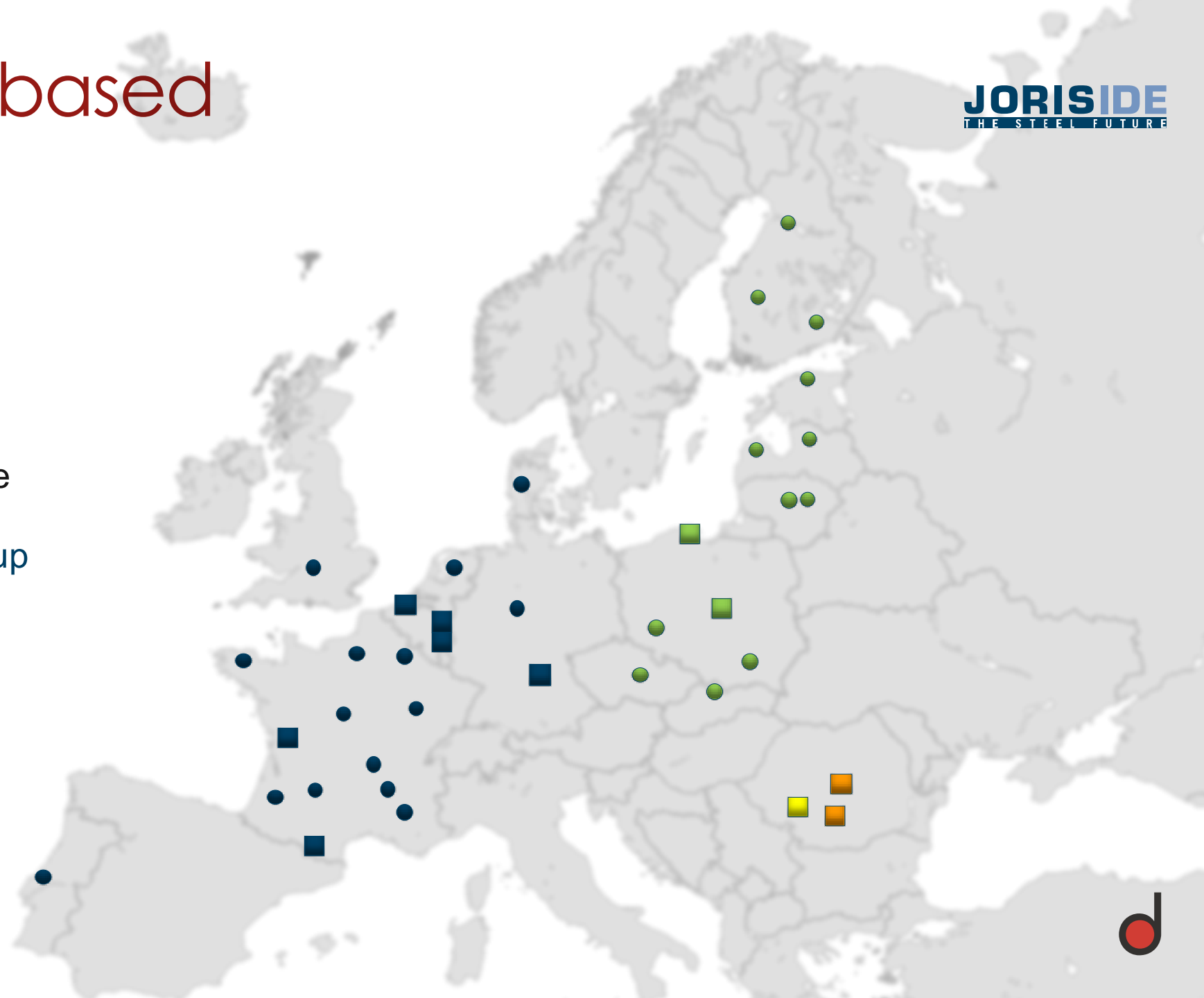
□ Hub - ● Spoke

● Joris Ide Group

● Balex

● JI South

● Wetterbest



Our history

1985

Company founded by Mr. Joris Ide



1996

Acquisition of Profinord (Onnaing - FR)



2004

Acquisition of JI Auvergne (Lempdes sur Allagnon - FR)



2006

Acquisition of JI Sud Ouest (Hagetmau - FR)



2011

Start-up of satellite JI Sud Ouest (Toulouse - FR)

Start-up of satellite JI Auvergne (Sorgues - FR)

1994

First acquisition of a **Belgian** company. Other acquisitions follow quickly



2001

First international establishments (Romania and France)

2005

Construction of JI Atlantique (Bressuire - FR)



2007

Ergon investment of 51% in the group

Acquisition of JI Bretagne (Saint Caradec - FR)



Our history

2013

Creation of a Hub in Ansbach (Germany)

Establishment of JI Est (Bignicourt sur Marne - FR)

2015

Acquisition of the Joris Ide Group by Kingspan

2017

Takeover of a factory in Stadskanaal (NL)



2021

Acquisition of Wetterbest (Romania)



2023

Acquisitions :
Alaço (Portugal)
Toode/Janla (Finland/Estonia/Lituanian)



2014

Launch of new building Joris Ide Façade (Bressuire - FR)



2016

Acquisition of Balex Metal (Poland)

Implementation of a sales office in Gloucester (UK)

2019

Establishment of JI Normandie (Villers Bocage - FR)



2022

New investments:
Hildesheim (DE)
Baule (FR)



2024

New buildings :
Hagetmau (JI Sud Ouest)
Loisy sur Marne (JI Est)



Acquisitions :

- Rafinor and Eftex (Denmark)
- KZK (Netherlands)
- Siegmatal (Germany)

About Us

Some facts on the JI Division



41

Production Sites



+560 000

Tons of Steel / year



1 300 Millions €

Revenue



+ 2 700

Employees



+1 400

New customers/month



+ 31 000

Active customers



+ 390 000

Orders



+ 130 000

Shipments



About Us

Some facts on the JI Group



19

Production Sites



+425 000

Tons of Steel / year



985 Millions €

Revenue



+ 1 400

Employees



+500

New customers/month



+ 15 000

Active customers



+ 220 000

Orders



+ 80 000

Shipments

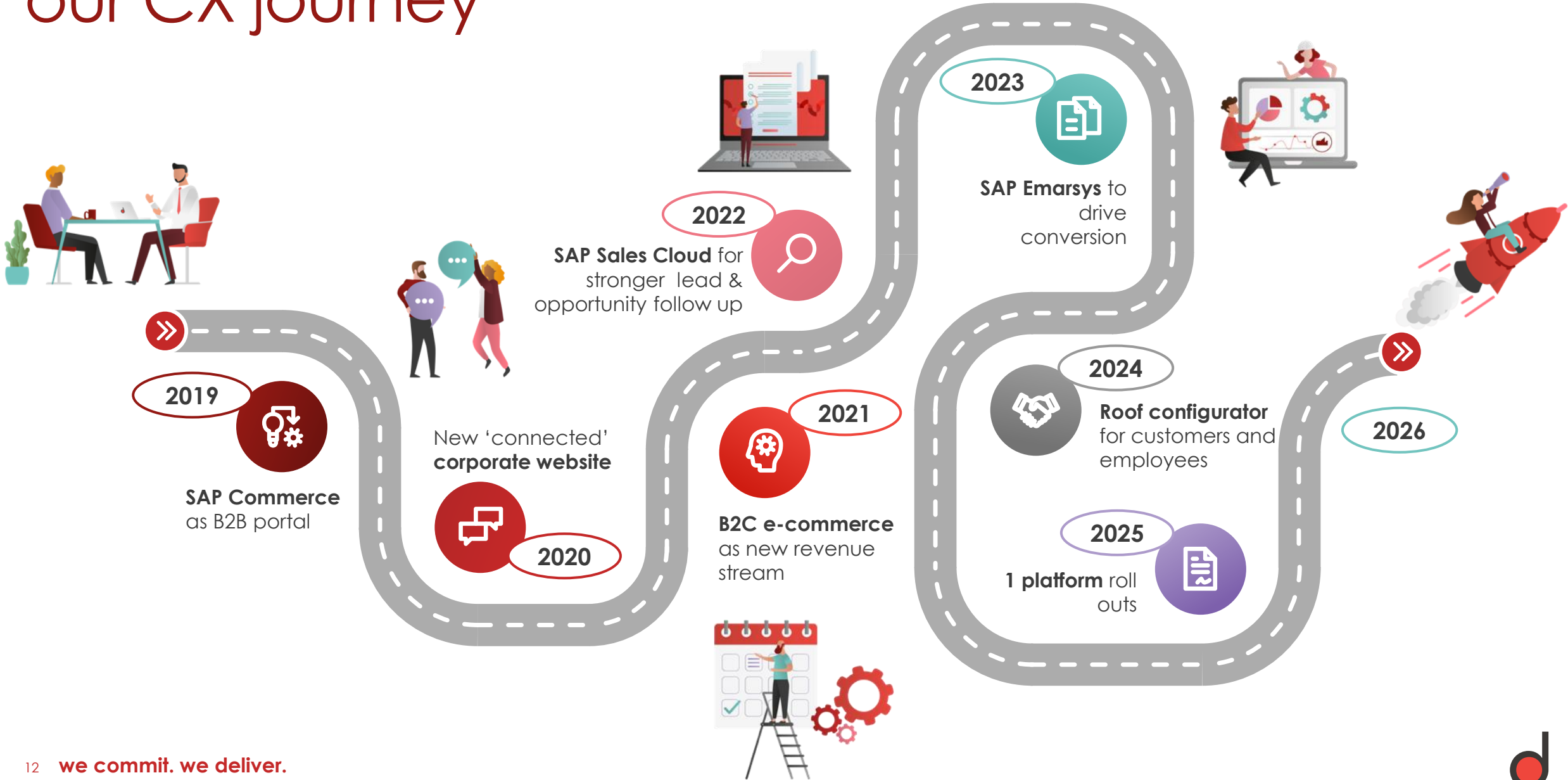




Our CX Journey



our CX journey





Insights in our CX landscape



B2B Portal



A true self-service portal

Frequently asked questions | Contact us | Certificate | EN

JORISIDE

PRODUCTS ▾ QUOTATIONS ORDERS INVOICES LABELS

ROOF CONFIGURATOR
Request A Quote

Product name or Category

Morti info
MORTI NV

ORDERS

View all orders

ACTION REQUIRED

BEING PROCESSED

IN PRODUCTION

PRODUCTION READY

IS DISPATCHED

PICKED-UP / DELIVERED

Search order

Search for order Id or reference

NEW FEATURES

Discover the Mobile app and plenty more

Read more

PRODUCTS

Everything available in one place

View all products

Customers get insights in

- Full detailed product catalog
- Open / Converted Quotes
- Open / Closed Orders
- Related Labels
- Open / Closed Invoices
- Configurator to request quotes

**50% reduction in
customer service calls**



Order Overview

Full status overview of orders

- In preparation
- In production
- Ready for pickup / delivery
- Delivered

Download all documents related to orders

Frequently asked questions | Contact us | Certificate | EN

JORISIDE
PRODUCTS ▾ QUOTATIONS ORDERS INVOICES LABELS

ROOF CONFIGURATOR
Request A Quote

Product name or Category 🔍

Morti Info
MORTI NV

🏠 > Orders

ORDERS OVERVIEW

View Filters +

ACTIVE ORDERS(12) ORDER HISTORY(1046)

ORDER ID ↕	YOUR REFERENCE ↕	ORDER DATE ↕	REQUESTED DELIVERY/PICKUP DATE ↕	CONFIRMED DELIVERY/PICKUP DATE ↕	ORDER STATUS ↕	VALUE ↕	
3423574	[REDACTED]	12-05-2025	19-05-2025	20-05-2025	Ready For Pickup	[REDACTED]	View details →
3420632	[REDACTED]	09-05-2025	03-06-2025	03-06-2025	In Production	[REDACTED]	View details →




Product information in 1 place

Home > Products > Panels > Roof Panels > JI Roof 1000

JI ROOF 1000

Back to product overview



The JI Roof 1000 Trapezoidal Insulated Roof Panel is used for pitched roofs or horizontal and vertical wall applications, and as an external insulated cladding panel for industrial, commercial and public buildings. Due to its rigid PIR core and metal inner and outer sheet, it combines thermal resistance with large spanning capability. The minimum roof pitch to be applied is 4° or more after deflection.

CONTACT PERSONS
Please contact us to change your personal details

Muyllé Alexis
(External sales)
[Send message](#)

[View in 3D](#)

Jump to SPECIFICATIONS DOWNLOADS PROJECT REFERENCES SIMILAR PRODUCTS

SPECIFICATIONS

TECHNICAL SPECS COLOURS

MEASUREMENTS		REFERENCE STANDARDS	
Length	2550.0 - 20500.0 mm	Galvanized steel	EN 10346:2015 - tolerances according to EN 10143:2006
Width	1000 mm	Tolerances	EN 14509:2013 (Geometry)
Thickness - Weight	30.0 mm - 10.38 kg/m ² 40.0 mm - 10.76 kg/m ² 60.0 mm - 11.52 kg/m ² 80.0 mm - 12.28 kg/m ² 100.0 mm - 13.04 kg/m ² 120.0 mm - 13.78 kg/m ² 150.0 mm - 14.94 kg/m ²	Calculations	EN 14509:2013
CHARACTERISTICS		INSULATION	
Material	Steel S280 GD	Core	Polyisocyanurate (PIR)
Coating	Essential (25 µ) Ultra 60 Ultra 75 HPS 200 Ultra	Fire Classifications	B-s1,d0,B-s2,d0
Coil coating	EN 10169:2022	Cutback	100 mm (optional 150 - 200 - 250 - 300 mm)
		Cutback Left	0 - 300 mm
		Cutback Right	50 - 300 mm

INSULATION TABLE

THICKNESS (MM)	THERMAL PROPERTIES	
	U (W/M ² K)	R (M ² K/W)
30.0	0.65	1.5
40.0	0.5	2.0
60.0	0.34	2.9
80.0	0.25	3.95

One central product management system (PIM)

- Technical information
- Sales information
- Marketing information
- References
- Up sell and Cross sell

Orchestration to all applications that need PIM data

Reduced 1000h / year
in marketing effort



My company

Customers can manage access fully by themselves

The screenshot shows the 'My company' management page in the JORISIDE system. At the top, there is a navigation bar with the JORISIDE logo and menu items: PRODUCTS, QUOTATIONS, ORDERS, INVOICES, and LABELS. A search bar on the right contains the text 'Product name or Category'. A user profile icon is labeled 'Morti Info' and 'MORTI NV'. Below the navigation, a breadcrumb trail shows 'My Company'. The main heading is 'MY COMPANY', followed by the text '9 people on your company'. A table lists three users with columns for NAME, E-MAIL, and ROLE. Each user's role is displayed as a set of tags with a close button and a dropdown arrow.

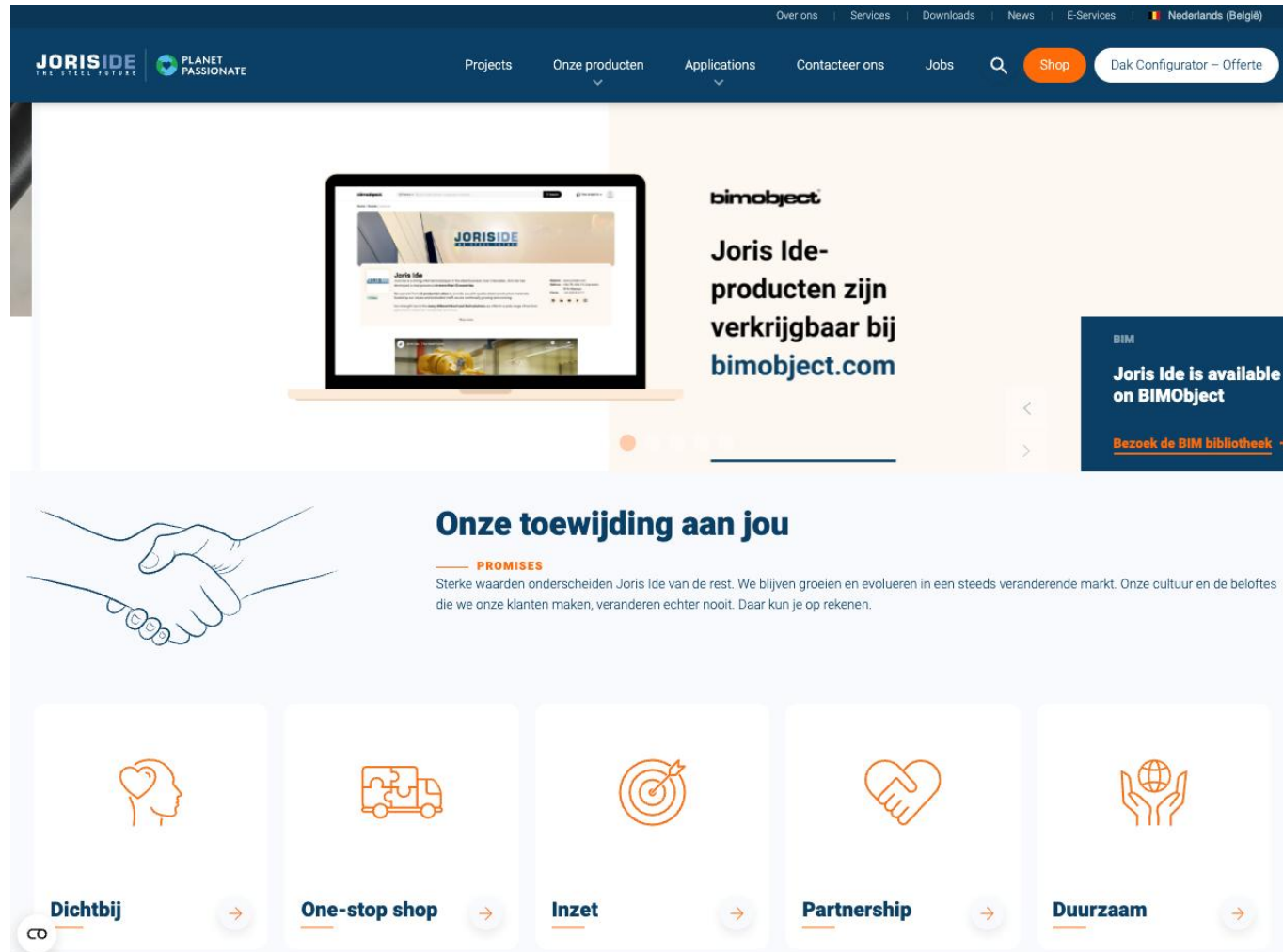
NAME	E-MAIL	ROLE
[Redacted]	[Redacted]	× Order Access × Invoice Access × Quote Access
[Redacted]	[Redacted]	× Order Access × Quote Access × B2B Admin Group
[Redacted]	[Redacted]	× Order Access × Quote Access



Corporate Website



Renewed corporate site



The central entry point for all Joris Ide related information

- Products
- Applications
- References
- Links to portal / shop / configurator
- Sustainability programs
- ...



Reuse PIM info

No double maintenance of product information

- Everything managed from PIM
- Country specific catalog for assortment management
- Less technical data than available on portal

Immediate link to B2C shop

JORISIDE THE STEEL FUTURE | **PLANET PASSIONATE**

Projects | Onze producten | Applications | Contacteer ons | Jobs | [Shop](#) | [Dak Configurator – Offerte](#)

— CATEGORY

Dak

Onze producten

Ons assortiment dakplaten biedt een oplossing voor bijna elke behoefte en mogelijke problemen voor zowel bouw- als renovatieoplossingen. En dit voor zo goed als elke toepassing. Onze producten zijn beschikbaar in verschillende kleuren én zijn compatibel met heel wat accessoires.

[Contacteer ons](#)

[Joris Ide | The steel future](#) > [Onze producten](#) > [Onze producten](#) > [Dak](#)

Categoriën

- [Dakplaten \(16\)](#)
- [JI Solar \(9\)](#)
- [Sandwichpanelen dak \(13\)](#)

Coatings

- Essential (25 µ) (23)
- HPS 200 Ultra® (21)
- Ultra 60 (21)
- Ultra 75 (5)
- Grandemat (40 µ) (4)
- Grandemat (40 µ) Ral 7024 (2)
- Ruw metaal (1)

JI Eco 1000 30-40 [JI](#) →
Sandwichpanelen dak

JI Eco 1000 60-100 →
Sandwichpanelen dak

JI Eco 1000 90-120 →
Sandwichpanelen dak

Try it yourself!

Get inspired

The screenshot shows the 'Coated with steel' project gallery on the Joris Ide website. The header includes the Joris Ide logo with the tagline 'THE STEEL FUTURE' and 'PLANET PASSIONATE', along with navigation links for Projects, Our products, Applications, Contact Us, Jobs, and a B2B Portal. The main heading is 'Coated with steel' with a sub-heading 'Joris Ide | The steel future > Projects'. A descriptive text states: 'Joris Ide creates innovative and personalised solutions enabling you to develop an unrivalled style for your building projects. Get inspired by browsing our previous realisations.' The gallery features a sidebar with filters for Product Group (Wall, Panels, Roof, Facade, Highdeck), Product Subgroup (Wall panels, Roof panels, Wall Profiles, Roof profiles, Highdeck), and Industries (Industrial, Commercial, Residential). The main content area displays six project cards, each with an image and a title: 'New SMABTP Headquarters - Rennes, France', 'A church equipped with solar panels - Neuvy-Bouin', 'Renovation of a rooftop - Strasbourg, France', 'Roof Renovation - Tubbergen', 'Ilot 4B - Nantes', and 'Salomé's A Frame house'. A 'Show on map' button is also visible.

Projects / Reference overview

- See how Joris Ide products can be used
- Inspiration for B2C & B2B audience



B2C e-commerce



Online B2C as new revenue stream

Extension of the B2B portal

- Limited set of products available for B2C ordering
- Single product configurator to customize your order

The screenshot shows the JORISIDE website's online B2C configurator for roof panels. The header includes the JORISIDE logo, navigation menus for 'Roof', 'Roof Tiles', 'Wall', 'Panels', and 'Other products', and a 'Roof Configurator - Quote' button. Below the header, there are service promises: 'Stocked products available within 5 working days', 'Free pick up', and 'Custom made, need help? Click here'. The main content area features a large 3D rendering of a dark grey roof panel. To the right of the rendering are four dropdown menus for configuration: 'Insulation thickness' (40 mm), 'Length' (3100 mm), 'Usable Width / Width' (1000 mm / 1050 mm), and 'Colour' (RAL 7016). Below these are three input fields: 'Pieces' (1), 'Usable coverage' (3.10 m²), and 'Actual coverage' (3.26 m²). The 'Unit Price' is listed as €38.42 / m², and the 'Total Price' is €125.05. A green checkmark indicates the product is 'In Stock' and 'Delivered within 5 days'. There are 'Add to cart' and 'Browse Related Accessories' buttons. A note at the bottom says 'Don't forget to add compatible accessories to your basket'. The footer of the configurator shows a small gallery of product images and a navigation arrow.



Live help

The screenshot shows the JORISIDE website's checkout process. The main heading is "Your Shopping Cart". The cart contains one item: "JID Roof 40 R7016 3100mm". The item details include: Insulation thickness: 40 mm, Length: 3100 mm, Coverage width: 1000 mm, Width: 1050 mm, and Colour: RAL 7016. The quantity is 1, with a price of €38.42/m², resulting in a total of €125.05. The cart also shows usable coverage of 3.10 m² and actual coverage of 3.26 m². A summary sidebar on the right lists: Products (excl. VAT) €100, Packaging Cost (excl. VAT) €25, VAT 21% €20, and an Order Total of €125. A live chat window is overlaid on the right, showing a chat with Cedric Verkinderen, a Product Expert. The chat message says: "Need help? We are here to answer your questions." Below the chat window is a "Chat now" button. At the bottom of the page, there are sections for "Questions or problem?" with a "Go To FAQ" button and "Contact expert" button, and "Connect with us" with social media icons and a "+32 51 69 12 13" button.

Live chat to help B2C and B2B customers to complete their orders

- Product related
- Checkout related
- ...

80K extra revenue in the first year



Sales Automation

SAP Sales Cloud



Make our sales more effective

Know our customers

- Complete 360 view to support sales in preparing conversations
- Lead to Opportunity follow up
- Stronger sales steering
- Fully integrated for a Lead to Order process

The screenshot displays the BALEXMETAL CRM interface. At the top, there's a navigation bar with the company logo and user information. Below it, a list of opportunities is shown with columns for Created On, ID, Custom Status, Status, Name, Account, Kompass ID, Sector, Sub-Sector, and Usable area. The main part of the screen shows a detailed view for 'Order Intake - Invoiced Sales' for the company 'JORISIDE'. This view includes summary cards for 'Order Intake - Period To Date' and 'Invoiced Sales - Period To Date', each showing 'Total Value (m k)' and 'Total Gross Margin (%)' with progress bars. Below these is a table for 'Order Intake - Quarter To Date' with columns for CQ Value, CQ Volume (COPA), LYFO Volume (COPA), CQ Gross Margin (%), CQ Gross Margin, Δ LYQ Value, Δ LYQ Volume (COPA), Δ LYQ GM (%), and Δ LYQ GM. The table lists various product categories like Decks, Profiles, Roof profiles, Wall profiles, Bending, Bended material, Purlins, Trading Goods, and Miscellaneous, with their respective values and margins.

BTP enables to extend further cross CRM

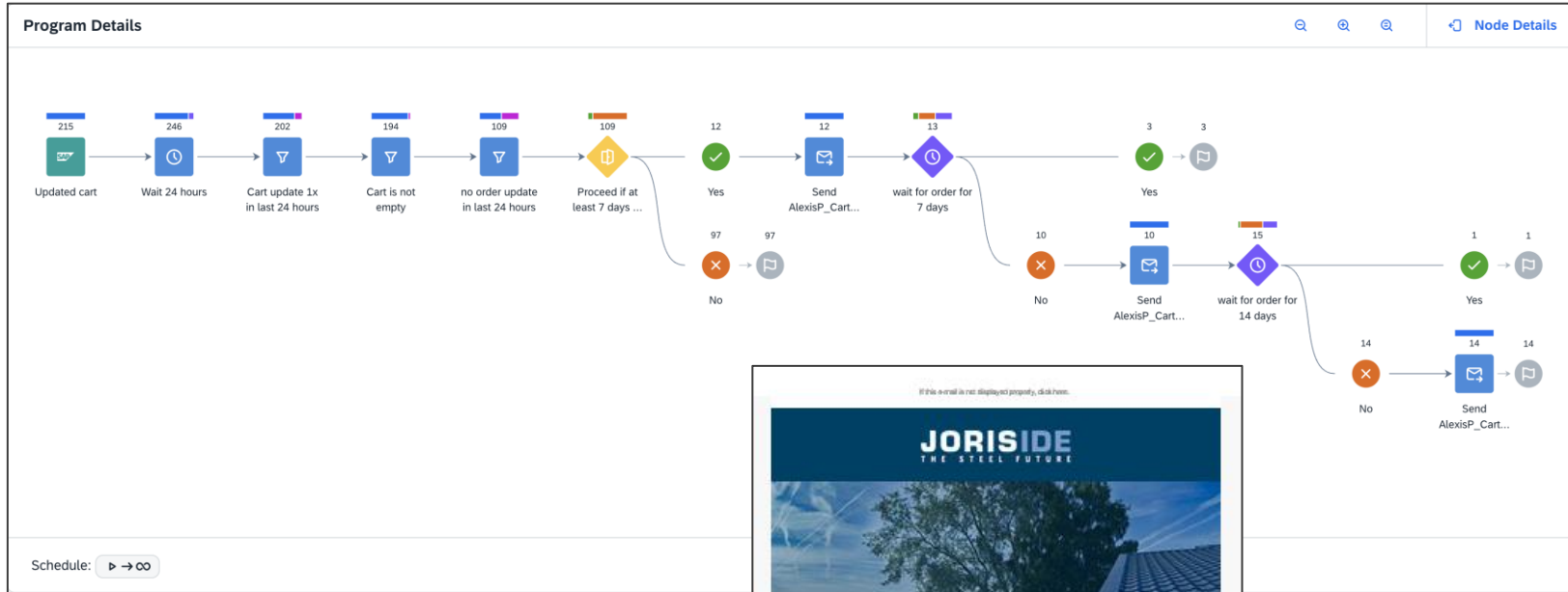


Marketing Automation

SAP Emarsys



Drive conversion



Use of marketing automation to

- Follow up on user registrations
- Follow up on abandon carts
- Personalized messages based on website interactions



Roof Configurator



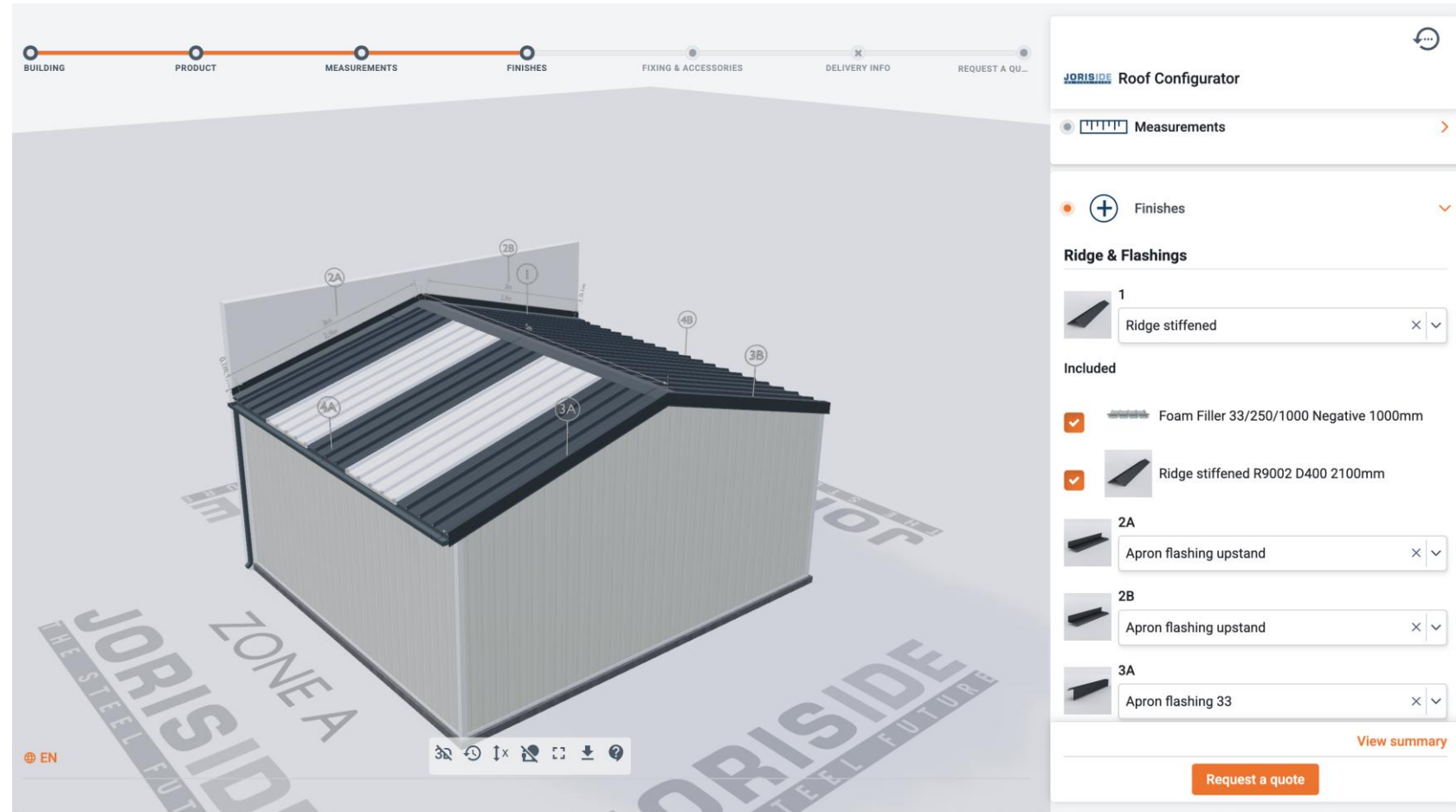
Full roof configurator

Configure your building

- Different building types
- Building parameters
- Base product configurator
- Related finishing products
- Related accessories
- Calculations of required amounts

Quotes immediately in ERP for follow up

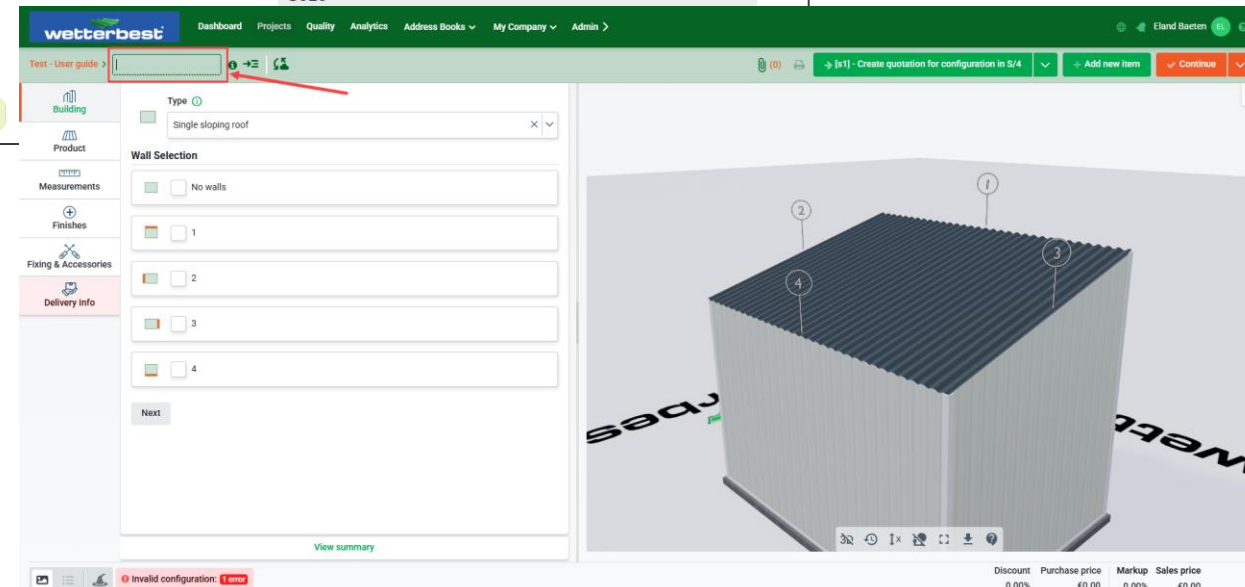
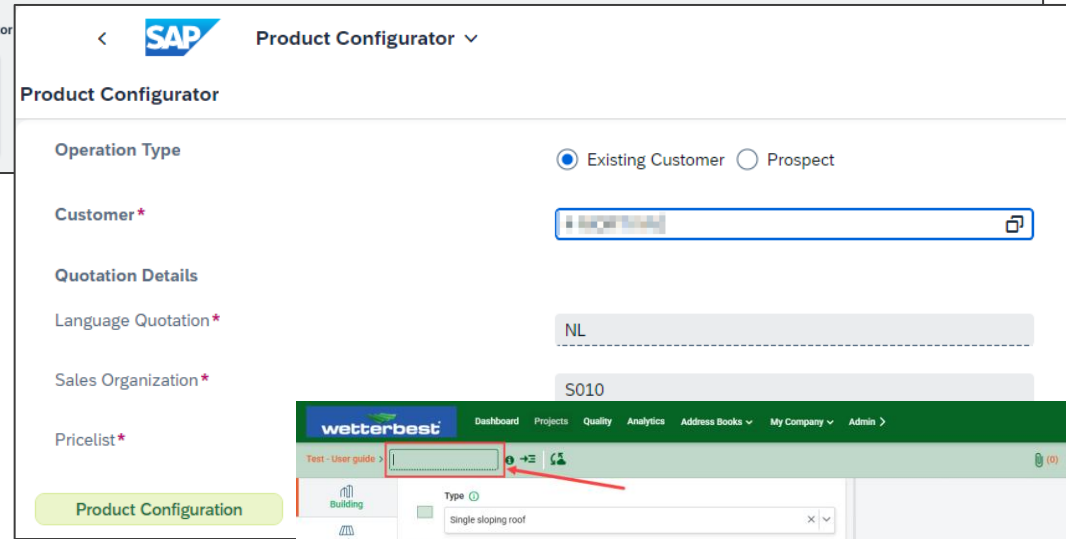
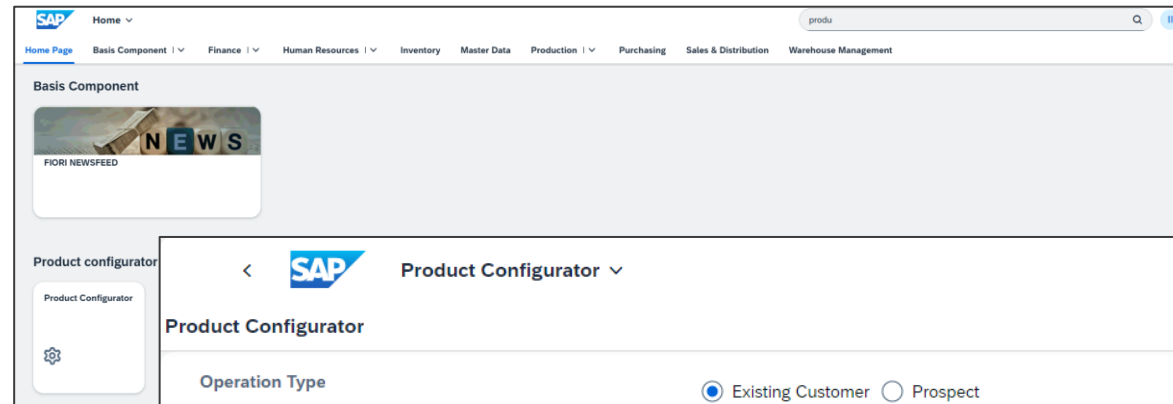
Removed the errors in quote configurations



Increase employee efficiency

Reuse configurator internally

- Employees can use a more advanced / more technical version of the configurator
- Same configurations as customers can make, and more
- No more errors in configurations
- Immediate quotes in ERP for price calculations



1 platform



Rollout as 1 platform

Language: English | Currency: Lei | About us | Services | Blog | Sustainability | Careers | +40 73535 35 35

wetterbest | Enter product name or SKU | Sign In / Register | 0

PRODUCTS | DOCUMENTATION | START CONFIGURATOR

VIEW OUR FULL RANGE | Show All Products

Corrugated Metal Sheets | Folded Roofs | Fence Solutions | Cladding Solutions

ACOPERISURI WETTERBEST | Soluții complete și personalizate

Echipa noastră de specialiști este pregătită să te asiste în alegerea sistemului de acoperiș potrivit, asigurându-te că fiecare decizie contribuie la valoarea estetică și la durabilitatea construcției tale. Prin abordarea noastră integrată, Wetterbest se angajează să ofere nu doar produse, ci soluții complete și personalizate pentru acoperișuri care să dureze o viață!

OUR BESTSELLING ROOF PRODUCTS

Imperator Metal Tile | Classic Metal Tile | Cardinal Metal Tile | Colosseum Metal Tile

GUTTER PRODUCTS

Jgheab 125 | Jgheab 150 | Cot Evacuare 97 | Bratara Jgheab clapeta 125

Planet passionate

Our goals are the integration of renewable energy resources, reducing the footprint of CO2 emissions into the atmosphere and involvement in the community through special projects.

See More

Documentații

Documentații complete

Tabla de acoperiș Wetterbest - de la A la Z. Aprofunđați specificațiile detaliate ale produselor care dezvăluie esența calității Wetterbest. Descoperiți tot ceea ce este nevoie pentru un acoperiș de tablă ideal - dimensiunile, opțiunile de culoare și finisajele care definesc estetica și durabilitatea soluțiilor noastre pentru acoperișuri.

See More

wetterbest

REZIDENȚIAL	INDUSTRIAL	ALTELE	URMĂREȘTE-NE
Tișle metalice	Tablă cutată	Despre noi	Phone
Învelitori fâltuite		Servicii	Facebook
Soluții pentru garduri	PLUVIAL	Sustenabilitate	Instagram
Soluții de placare	Sistemul pluvial	Carriere	LinkedIn
Accesorii pentru acoperiș		Certificate	Youtube
Unelte de tinichigerie			TikTok

Consent Management - Informații Juridice

- 1 platform for website / portal / ecommerce
- Connected with CRM, Marketing Automation, Configurator
- Every business unit chooses when and how to onboard
- Focus on master data prep and use the platform as is
- 1 unified ERP as the backend system





What's next



What's next

our CX roadmap ahead

01

roll out at scale

Extend the platform across the full Joris Ide Division

02

further increase quoting throughput

Automate configuration and pricing to shorten quote throughput time

03

SAP Business AI

Explore out-of-the-box AI agents within CX and across the landscape

04

hyper-personalisation

Extend CRM and marketing for stronger, tailor-made customer engagement





Thank you!

