



Ready for growth thanks to flexible software

“Now that we have a system which has been perfectly adapted to the special requirements of the OTTO DÖRNER Recycling GmbH, we’re able to work better and more efficiently and we’re equipped for future growth!” Stephan Friedrichs, Team Leader Software Development at the OTTO DÖRNER Group, Hamburg

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The basic principle behind recycling is to treat resources more conscientiously. Recycling trash helps the environment and preserves raw materials. Germany is at the vanguard of the recycling movement and is admired internationally for its discipline in terms of collecting, recycling and trading materials.

The OTTO DÖRNER Group is one of the leading private companies in the business of waste management and trading of recycled materials. The company also trades in gravel and sand, operates dumps and specialises in demolition. Within the Group, the OTTO DÖRNER Recycling GmbH concentrates on optimal, particularly environmentally friendly recycling solutions and a full suite of services in the area of international trade for recycled paper and plastics.

The background

In order to optimise the recycling services it offers, the OTTO DÖRNER Recycling GmbH has already been using enwis) since 2004. In contrast to other software, it provides the necessary tools for the complexity of raw materials trading. It is also capable of handling multiple currencies. This is a crucial advantage in international trading. Over the years, however, the company came to realise that the version of enwis) being

used was too inflexible to meet the increasing requirements of the OTTO DÖRNER Recycling GmbH in the long term.

The goal of the update project was therefore, first and foremost, to tighten business processes and adapt the software precisely to the needs of the company. Given the previous ‘straitjacket’, it decided to reconstruct the existing software and update to the newest version of the ERP software with subsequent adaptations to individual requirements.

The project progression

First the OTTO DÖRNER Recycling GmbH and tegos turned the existing software upside down together so they could see which adjustments would be important for the future as well and what was antiquated and had to go. The company also took part in a workshop at tegos in Dortmund to establish all of the necessary requirements. Next the data was migrated from the existing system and finally adapted to fit the new database. It was a complex process which was both successful and handled quickly thanks to the close collaboration and in-depth industry knowledge on both sides.



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At the same time, experienced trainers at the tegos GmbH Dortmund taught the employees of the OTTO DÖRNER Recycling GmbH how to use of the new software. Special attention in the training was paid to how to use the new feature Dynamics NAV 2009: the so-called role tailored client (RTC). This user interface can be adapted to the users' individual needs with only a few clicks. In other words, employees in the warehouse, the weighbridge, in purchasing or in sales can set up enwis) as it suits them best, so that it only shows the information they need for their daily work. "We were surprised ourselves by the positive way the users immediately accepted the new RTC setup", mentions Stephan Friedrichs. Conversion issues and parallel work on the classic client and RTC after the update were very rare.

The conversion

After the workshop, programming and training, enwis) 2009 was converted over the course of a single weekend to the server in Hamburg by remote servicing from Dortmund. On Monday users were able to work directly with the new software. The team credits good preparation in particular for the seamless conversion. Throughout the entire update process, users were able to put the test system through its paces. Any errors that emerged could be fixed immediately.

"You could feel the positive charge that permeated the halls during that time. Everyone was acting in concert to make the new software version more than just a tool but a solution that would make our work processes markedly easier", adds Stephan Friedrichs. Another positive element was the presence of a rep from tegos on site at the OTTO DÖRNER Recycling

GmbH throughout the conversion phase. "By their own accounts, this made the users more confident because it was very uncomplicated to get answers to their questions about the product they would have to work with every day in future".

The acceptance

Users accepted enwis) 2009 with open arms. While the old version was unwieldy and inflexible, the new one offers the greatest amount of flexibility possible in terms of adaptability to the individual needs of each user. The old software churned up such a flood of information that users were hard-pressed to understand it all. Accordingly, they found it confusing and dissatisfying. A solution developed in-house at the OTTO DÖRNER Group managed to release some of the pressure quickly. The users were appeased and persuaded to generate a list of requirements for the updated software. This was the ideal way to ensure that the software would advance in accordance with the needs of the users.

What changed?

It was not only the new flexibility offered by enwis) that found positive resonance. A major change was also the replacement of central Excel tables where all of the businesses processes were recorded, including dispatching. In general, external data should be integrated and the need to also record it in Excel should be gradually eliminated in future. The same is true for Access, which was happy news for the employee responsible for calculating prices and offers in particular. In the past, she had to do this work herself because she was the only who understood the program well enough.



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This means that she needed to spend two days after every holiday just catching up. Now she can hand the task over to other colleagues during her holiday and she is very thankful for the improvement.

The future

One unusual aspect of this project is the fact that the OTTO DÖRNER Recycling GmbH and the tegos GmbH Dortmund had only a few points of contact after the update because the primary support was provided by Mr Friedrichs. However, there are a few areas where collaborative solutions will be found in the new future. For example, the system should generate waste tracking reports and dispatching should be integrated instead of having to do it manually and depict in in Excel. A portal for organising arriving trucks is also planned. In the early mornings, there are often long queues of trucks waiting at the gates of the OTTO DÖRNER Recycling GmbH, and drivers who have scheduled appointments sometimes still have to wait behind spontaneous deliveries. In the future, drivers will receive a pager when they register their arrival and they will be paged when their turn has come up.

Summary

Would the OTTO DÖRNER Recycling GmbH recommend the enwis) software and the tegos GmbH Dortmund as a partner to others? "Absolutely!", says Stephan Friedrichs. "The satisfaction level of our users here is high, not just with respect to the software itself but especially with regard to how the update process was conducted. Some employees have already experienced ERP software updates at other companies where they were unable to do their work sensibly for days on end. With enwis) and thanks to the extensive test operations in advance, this wasn't a problem at all. The conver-

sion from the old version to the new one was seamless".

Meanwhile the OTTO DÖRNER Recycling GmbH has already invited its first reference customer to see for itself how successfully enwis) works in a recycling business. This direct experience of the software impressed him as well.