



## Microsoft Dynamics NAV Customer Reference



### At a glance

**Country:** Germany

**Sector:** Services

**Employees:** 200

### Company

The GAB mbh (GAB) is the local disposal service provider in the German district of Pinneberg. It is borne as public-private partnership by the district of Pinneberg and the REMONDIS group.

### Starting point

GAB has been working with different applications for a long time. The missing integration caused a high consolidation effort. Due to the different data structures, the management had no insight into the current business situation.

### Solution

GAB decided to introduce enwis) – a vertical solution on the basis of Microsoft Dynamics NAV. The crucial factors were the integration of the complete package, the flexible program structure and the industry expertise of the software partner.

### Benefits

On the basis of enwis) and Microsoft Dynamics NAV, GAB managed to optimize central business processes. That way, the company could handle the increased turnover with a steady workforce size. Additionally, the employees and the management benefit from transparent business figures.

## Subject: Enterprise Resource Planning Investing in modern disposal solution pays off quickly

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Gerd Doose, spokesman of the GAB GmbH management.

The Gesellschaft für Abfallwirtschaft und Abfallbehandlung mbH (GAB, Limited company for waste management and treatment) is a company that invests in new technologies in time. That is true for the waste disposal infrastructures as well as for the business software. Five years ago, when the heterogeneous IT landscape was about to run out of steam, the waste disposal company in Pinneberg quickly decided on a system change. The company has been working with a modern, flexible industry solution since 2008. Within the framework of introducing the new system, central operating procedures were optimized and the new software was well implemented in the existing system environment. Today, GAB benefits from efficient operating procedures and transparent information. The company could handle the rapid growth in the last two years without additional personnel thanks to the optimized processes. Transparent information enabled the waste disposal company to improve the customer service and to respond faster to modified basic conditions.



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At first glance, waste disposal companies like the Gesellschaft für Abfallwirtschaft und Abfallbehandlung mbH (GAB) are in a convenient position: because of high transportation costs it does not make much sense to carry waste large distances across Germany. However, even the company in Pinneberg can never be sure about its future, as Gerd Doose, spokesman of the GAB company explains: "There are also competitors in the local area. In addition, the volume of waste that must be transferred to a public waste management organization for disposal is decreasing while the pricing pressure is rising. For this reason, a strong private partner is crucial." The former municipal waste disposal company, which was founded in 1984, today belongs to the district of Pinneberg with a share of 51 % and to the REMONDIS-Gruppe with 49 %. The main business divisions are combined in affiliated companies. These are, amongst others, the waste incineration with a volume of 75,000 tons per annum, the sorting for the dual systems with a performance of 35,000 tons and the generation of bio compost which is converted from about 40,000 tons of biological waste. The overall volume of waste comes to about 320,000 tons a year that go along with 140,000 weighings at the recycling center. "We have continually optimized the efficiency of the waste incinerator, the sorting plant and the compost plant during the last years. That's why we are well positioned in the competition," stresses Gerd Doose.

### **Integration instead of isles**

It has always been very profitable for GAB to plan with foresight and to invest early. That is not only true for the waste disposal infrastructures but also for the administration. The company has been working for a long time with several isolated applications for the different divisions like order processing, purchasing or financial accounting. As especially negative appeared the separation

between accounting and operating business divisions: There were different customer master lists, which complicated the coordination within the company, remembers Fred Ponath, also manager of the GAB: "The single departments were too far away from each other. The order processing department had no access to the outstanding items. The whole process – from accepting an order to the settlement of accounts – took too much time. That way, important data were very late available to the management." Also, potential technical problems arose: The continuously growing volume of orders threatened to overburden the old systems. Performance fell, interface management was time-consuming and new challenges were difficult to handle. "Instead of advancing the IT, we had to be satisfied with keeping the status quo. That didn't bring us forward in the long run," remembers spokesman Doose. In 2005, they started to explore the range of business solutions for the disposal sector. A flexible, easy to integrate and future-proof ERP software was wanted. "All employees were to work on a shared platform in the future. In addition we wanted to be independent from smaller partners and distribute the IT knowledge on a number of shoulders," specify Gerd Doose and Fred Ponath their goals. In March 2007, GAB decided to introduce enwis) – a vertical solution based on the business software Microsoft Dynamics NAV. Crucial factors were, in particular, the functional range and the expandability of the software. The industry specialist mse GmbH was awarded the contract for the implementation. "mse brought the necessary experience for realizing such a complex project. Moreover, we knew each other from former projects. So it was easy to build up confidence," spokesman Doose explained this decision.

Thanks to enwis) and Microsoft Dynamics NAV, GAB GmbH is in the position to process a noticeable higher volume of waste today.

## Technology at a glance

### Microsoft Dynamics NAV

About 50 workplaces of the GAB GmbH use the business software Microsoft Dynamics NAV. Microsoft SQL Server 2008 serves as database. The special functions for the waste management industry are contributed by the industry solution enwis). Additionally, the maintenance module 'MAIN-TOOL' from Microsoft Partner GLI Business Solutions GmbH is used. There are also further connections to the document management 'ELO Office', the route planner Microsoft MapPoint and some Internet offers from the district of Pinneberg. In terms of hardware, six truck weighing machines as well as barcode scanners are connected to the business software.

### Microsoft Office 2007 Professional

GAB GmbH uses Microsoft Office 2007 to prepare business figures in Microsoft Excel. In the future, offers from Microsoft Dynamics NAV should be passed on directly to Microsoft Word.

Foto: GAB mbH



## Complex system change

The starting signal for the implementation was given in May 2007. The technical realization was only one aspect. Before even thinking of a system change, the distributed data stocks had to be combined. At the end of the consolidation, there was a consistent address list and a common services portfolio, to which all GAB's affiliates had access. "The standardization of the data provided a better perspective, facilitated the consolidation and made communication easier among the staff. Everybody is speaking the same language now," says Gerd Doose happily. An important effect because the system change alters the familiar working environment for many employees, stresses Doose: "It is important to think outside of the box when working with integrated processes. Today, for example, order data, which are relevant only at a later point in the process, are collected at the truck weighing machine." To bring everybody on board, the project team responded to all desires and suggestions. "That was a tightrope walk sometimes. In exchange, the employees brought in a completely different

perception of the project and contributed that way decisively to the system optimization," adds Fred Ponath.

One of the most important adjustments was the individually designed template through which the weighing process of the trucks is operated. To shorten the process, all mandatory fields were concentrated on the first data entry form. At the staff's suggestion, graphical elements were added at the dispatching department to visualize the current order status. The project team is proud of the several processes that encompass different clients: If, for example, a waste container is picked up, weighed and at the end accounted for, several employees, who are responsible for different companies, work together. "The key point is that all data are only collected once. They are directly available to each person involved," explains spokesman Doose.

The system integration provides additional efficiency: GAB has, for example, good connections to the bulky waste service of the district of Pinneberg. The pick-up orders that

## Further information

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citizens issue via the Internet end up directly in enwis). This makes work much easier, as Gerd Doose explains: "We handle about 40,000 orders a year, 20 - 30 % arrive electronically - with tendency to rise. Since the data aren't collected manually anymore, the saving effect is huge." While in the maintenance department the special solution 'MAIN-TOOL' developed by Microsoft Partner GLI Business Solutions GmbH is used, the document management system 'ELO-Office' provides the employees with internal and external documents. They have, for example, during the process direct access to invoices or order confirmations. Thanks to the route planner Microsoft MapPoint, routes for picking-up industrial waste are easily visualized and optimized.

### Efficient business processes

Since the beginning of 2008, about 50 work places and six truck weighing machines are connected to enwis) and Microsoft Dynamics NAV. A successful project, emphasizes spokesman Doose: "We managed to design enwis) exactly to our needs. The transparency gained and the process efficiency absolutely justified the expenses." That way, it was possible to process a higher waste volume during the last two years without having to hire new employees.

Regarding transparency, today GAB is able to follow mass flows and stocks up to the smallest detail. Every employee can immediately identify the business connections between clients and the several companies. Now, they are better able to evaluate the importance of certain clients.

Also the management benefits from the broader information basis. "We have far more insight into the current transactions. We have access to the most important analyses and key figures without having to instruct our employees," confirm Gerd Doose and Fred Ponath. This helps to respond faster to negative trends. The improved reporting is also helping the waste disposal company to exchange data with authorities: Previously, it used to be a huge effort to prepare waste management analyses by hand, but today it is enough to push one single button.

For GAB, enwis) and Dynamics NAV are an investment into the future. If legal conditions change or new market requirements arise, it will be easy to respond quickly. The company already uses this flexibility for their first follow-up projects: At the moment, a business intelligence system is being created on the basis of Microsoft SQL Server 2005 Analysis Services. In the future, it will help to prepare detailed analyses regarding the planning of routes and containers. A telematic connection for the fleet management and a closer interaction between Microsoft Dynamics NAV and Microsoft Office are also planned.

### Software and Services

- Microsoft Dynamics NAV
- Microsoft MapPoint
- Microsoft SQL Server 2005 Analysis Server

### Microsoft Partner

- mse GmbH