



From a **paperless office** to **optimized workload** – efficient working thanks to **Telematics**

UmweltService Nord GmbH benefits from time savings and can win new major customers thanks to Telematik by tegos

Telematik by tegos

Overview

Country: Germany
Industry: Gathering, collecting, sorting, container services

Company

Founded in 2003 as a merger of companies, the UmweltService Nord GmbH (USN) now operates at three locations and two branch offices.

At the main site in Hohenlockstedt, Steinburg, the bulky waste and construction debris sorting takes place. There, the company also operates a composting plant and various recycling centers. Tornesch serves as a vehicle location. From there, two waste disposal vehicles in two shifts start their tours. The third location in Hamburg, which also serves as vehicle location, is also reloading point for waste and headquarter of disposition, the branch manager and the manager of the disposal specialized company and traffic control. In addition to the three locations, USN serves two branches with a total of 5 employees.

Vehicles ca. 40
Employees ca. 90

In the field of software solutions, Umwelt Service Nord GmbH (USN) has already gained some experience. As a subsidiary of GAB in Tornesch it has seen everything from the old way of working with flashcards to first isolated applications to the introduction of enwis) in 2008.

After the ERP system enwis) was successfully launched, the decision was made to expand the system to a telematics solution. After a brief search of the market, USN went for Telematik by tegos, the in-house solution of the enwis) supplier. The reason for this decision was on one hand the good collaboration with tegos partner mse and tegos GmbH Dortmund before, on the other hand this choice assured that the telematics solution could be completely integrated in the existing ERP software.

The procedure

From the very start the telematics system was designed for the individual requirements of USN. The resulting solution left no stone unturned and now covers the requirements of the company.

At the beginning of the project, the processes of individual transport groups were examined first to identify the specific needs. First steps have been taken by initially just tracking the vehicles from start to clearance to the end of the tour.

„From this point, the system gradually grew over the container tracking up to barcode scanning“ says USN project manager Meier.

In the proposal for the authorized waste disposal company for a major customer in Hamburg, USN was able to prevail as a qualified partner in early 2012. Winning this new customer starting February 1st, 2012 also presented the young telematics project shortly after starting with completely new tasks. The customer brought unique and very special requirements that had to be completed within just 3 months. Be sure: the implementation was done successfully within the specified time frame.

The requirements of the new customer included, inter alia, that the emptying of containers must be visible in the system immediately after, provided with a weight and details on the location, date and time. Furthermore, in the case of any complaints, images can be transferred directly into the system in order to guarantee a fast processing.

Today, every night two waste disposal vehicles from USN are on the site of the major customer. Therefore, USN expanded its fleet assigned to the customer to four vehicles. These are all equipped with an integrated scale and have a scan system that simplifies the emptying process.



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Initial situation

Flashcards and various isolated solutions for different business sectors were replaced in 2008 by enwis), implemented by mse, partners of tegos Dortmund. After three years of successful work with this solution, a telematics solution was added in 2011.

Solution

In 2008, GAB decided to implement enwis) as corporate ERP software. The introduction and still running assistance was held by the tegos partner mse. During the decision for the new system it was clear that USN needed a telematics solution sooner or later. After a brief market research the solution from tegos was quickly chosen. Since the introduction of enwis) went well and the corporate group already successfully worked with it, an extension of the system with a telematics interface by the same vendor was the logical consequence.

Benefit

The major goal was to achieve a paperless office in the near future and to significantly minimize the working steps in disposition after the receipt of an order. Meanwhile, the paper consumption has plummeted and in the subsequent registration of orders 50% of time could already be saved.

The scanning system is required for the detection of the bar codes that are attached to the containers. USN opted for this solution with the help of resource identification numbers after it turned out that it is the easiest way of mapping processes in the system. This followed the initial attempt to represent 55 sites per individual order. However, it soon became apparent that this approach was not practical for the driver. Therefore, the resource identification numbers were established. In this case, every resource of the customer is provided with a bar code, which via enwis) is directly linked to a resource-ID.

Meanwhile, all 55 sites run in a common order and can be tracked accurately over the respective identification number. Advantage: the staff of USN on the one hand have as little effort as possible in registering the emptied containers thanks to the scanning device on the vehicles. The customer on the other hand can track at any time when, where and how much was disposed. This way he can easily invoice his services to the appropriate customer.

The provision and exchange of data between USN and the customer works via a SharePoint server, which was also set up directly at the start of the project. Project manager Meier: „At the end of each tour, the collected data is processed by a processing routine, individual contracts for the sites are automatically created and posted and all information required by the customer is made directly available in the SharePoint portal. Invoices, credit notes, scans and other documents are automatically stored there and are accessible at all times. Thus, the responsible parties on

customer's side at any time have insight into key metrics and services.“ In addition, analyzes can be drawn from the data provided, for example for recycling.

Over the SharePoint also orders are transmitted to USN. These automatically merge from the server to enwis) and can immediately be edited by the staff. The processing status is sent back in real time to the SharePoint server.

„The example of our major customer particularly shows the importance and the success of using a telematics solution. The relatively small amount of work in the collection of the data allows us to successfully serve the customer. Certainly the introduction of a telematics solution has contributed to the success of the project“ Meier says.

The success of the solution is clearly visible in other divisions of the company, too. All open issues are implemented and run smoothly. The system is still steadily expanded, requirements and suggestions from the staff and especially from the drivers are taken into account.

The satisfaction

Let's face it: every time-consuming new project which is launched during operation brings problems and has to outgrow its infancy. New ways of working have to be learned, the employee must be convinced of the benefits of the new system and sources of error must be located and then eliminated first. In the course of the telematics project at UmweltService Nord GmbH all problems could be solved:



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Technology overview

Microsoft Dynamics NAV

enwis) meets the special requirements of the waste management industry and in particular the individual needs of GAB and its subsidiaries. enwis) was introduced by the tegos partner mse in 2008, based on Microsoft Dynamics NAV 6.0 R2 Classic. It was complemented by the module Telematik by tegos in 2011.

Sharepoint Server

Terminals

The vehicles are equipped with equipment by couplink (Intermec CN50) and Samsung tablets on Android.

the initially somewhat complicated structure of the system for scheduling was solved by the „magic button“ that alone is enough to pass planned tours by one mouse click today.

Initially, problems occasionally appeared when the server in the data center of the company couplink, that provides the connection of the terminals, got an update. Since the telematics solution of the USN is very dedicated to their requirements and has little in common with the base solution, updates messed up data. This problem could be overcome by a move of the data on its own servers at USN. Today, the company benefits from a reliable, stable and secure network. The problem of lack of acceptance of the new system for employees and drivers could be solved successfully by numerous targeted training.

The advantages

All containers are detected in the system and can be tracked very well thanks to the container identification system. Once the applied barcode is scanned by the driver, the data with the resource reservation are linked in the system. Thus, the time-consuming subsequent entry of data and invoice approval is not required.

Complaints can be processed faster and more reliable thanks to the telematics system. The driver can take pictures while he is on the road and send them to the system. In the office, his concern directly pops up and can be immediately edited.

„Currently we have 50% time savings compared to the time before the introduction of telematics,“ project manager Meier explains satisfied. „Now we are actively working on the limitation of paper consumption. Currently we can not resign printed delivery notes and accompanying documents.“

However, clearer and faster overviews of tours, clearances and reclamations, stored containers, quantities and weights as well as the utilization of vehicles and equipments today are already a part of everyday work.

Not only by the introduction of telematics, but by the holistic introduction of enwis) and its add ons as an ERP-system in the whole association capacities were released, which can be used for other areas of work and tasks now. The business therefore continues to grow.