

First business-solution for the waste disposal- and recycling branch

Höpberger GmbH, Tyrol disposes with enwis) based on Microsoft Business Solutions-Navision

With enwis) based on Microsoft Business Solutions-Navision, the first complete branch-solution for waste disposal- and recycling companies is available in Austria. Höpberger in Tyrol uses the software since the beginning of 2004, and they were not only able to increase speed and transparency, they could also stem the flood of paper and save administrative costs. enwis) is being developed by the German firm tegos gmbH. In Austria, the software is sold by ACP, the system vendor with the highest turnover in the alpine republic.

Exactly these demanding tasks appeal to Daniel Stichert, the managing director of ACP IT Consult in Gleisdorf, Styria, an ACP subsidiary for business-solutions: "A conventional ERP-software would be absolutely useless for the waste disposal branch, because in this branch of industry, the business processes are set up the other way around: The customer takes the role of the supplier." Professional ERP-software (Enterprise Resource Planning), which covers all areas of a company, cannot meet the high demands without lavish adaptations. With enwis) – the name stands for the German words for waste disposal business (Entsorgungswirtschaft) – this problem simply disappeared. The branch-solution enwis) is based on the well-established ERP-solution Navision by Microsoft Business Solutions and was exactly programmed to the special business processes of waste- and recycling companies.



Harald Höpberger, managing director of the waste disposal company with the same name in Tyrol, who as section director is familiar with all branch specifications can confirm this: "We chose enwis), because this software is the only one that standardized covers all areas of our company."

ACP sets up the branch-solution

With 100 employees and an annual turnover of approximately 12 million Euros, Höpberger is one of the largest waste disposal companies in Tyrol. Before he chose his new business-software, Harald Höpberger sought help from a consultant and sounded out the market very carefully. "To me, two factors are important: The new business-solution should be set up quickly. And the product should be of a well-known international manufacturer, who can guarantee to me that the software will continuously be developed for many years and that it stays up-to-date." The decision was clearly made for enwis). With Microsoft in the background, the investments are well secured. And a speedy and competent implementation should be expected from ACP, with an annual turnover of 218.5 million Euro (2003) the largest system vendor in Austria. With justification: The deadline is met, the Höpberger-solution was started after a little over three month, at the beginning of 2004. Daniel Stichert is aware of the special position of this branch and their responsibility as guarantor for ecological stability: "Waste is not like any other product, it is a difficult good. A branch-solution must take this fact into account and must completely support and document the waste- and recycling process."

Nobody is cleaner

enwis) runs at two locations, which were connected by directional radio and VPN. The head office is in Rietz, located about 30 kilometers west of Innsbruck, in the near by Pfaffenhofen is a sorting facility and a reloading station with a weighbridge, composting-facility and – since May 2004 – a completely new facility for the disposal of electronic waste, an investment of 3.5 million Euro.

40 % of approximately 6,000 customers are communities and public authorities like the council and district of Innsbruck together, another 40 % are industries and trade companies of the region like, for example, Swarovski and Tyrolit; but also private households are customers, who use services like canal- and tank cleaning. Höpperger does the trash collection for more than 50 communities, does waste separation, puts up collecting points for problematic materials or cleans the streets. The company takes care of waste from trade companies and building rubble, delivers containers and offers services like the maintenance of oil separators and the disposal of used oils, these services already existed at the very beginning, in 1964 when the company was founded. The company works with the most modern aids like the super-vacuum, for example, to take up gravel or mud, administers a fleet of 30 trucks and special vehicles, they are ISO-certified and since 2001, they are awarded with the Tiroler Landeswappen (Tyrol state coat of arms).

An end to many different software programs

All processes are supported by enwis). Standard jobs, like general ledger, invoicing, budgeting and fixed assets accounting, which all used to be handled individually, now run standardized with the business-solution. Considerably improved were the container administration, the stock administration and the dispatchment. "We now immediately know, where each container is located and which size will when be available", says Harald Höpperger, "the invoicing is done completely automatically". The solution helps to increase the service and with that customer commitment. For example, enwis) draws up an annual calendar for each community with all dates for trash collection.

Movement forms: reduction of red tape

The branch-solution enwis) precisely follows legal regulations of the waste management, supports the Austrian waste catalogue and is prepared for the future EU-waste catalogue. It also meets the demands of the regulation for movement forms. Where movement forms had to be issued manually with four copies, enwis) has now taken over this task. In electronic form. The customer receives his movement form by simply printing it on the delivery note; one line with the reference number is enough. The province Tyrol directly receives the movement forms electronically from enwis) via XML. This drastically reduces the red tape. Previously, 10,000 movement forms each year had to be printed and administered in paper form. Now, everything is done electronically.

The considerable mountain of files of 4,000 weighbridge tickets each year will be digitalized: ACP integrated all weighing programs and the weighbridge to the business-solution, this way, the weighbridge tickets are also electronically saved." Extensive processes, like the manual administration of movement forms and weighbridge tickets completely disappeared, we save a considerable amount of work and reduce our administrative costs", emphasizes Harald Höpperger.

As full ERP-solution, enwis) creates considerably more transparency and makes processes faster and easier. We can create reports ourselves on push of a button and make helpful evaluations." Operating times of cars, stock level and quantity stream, working times and cost structures become transparent. "We can react faster than before and take better care of our customers", summarizes Harald Höpperger, "I can very well recommend enwis) as branch-solution for the waste disposal industry."



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