



Country: Germany

Branch: Services

Employees: 50

Company

The Reisswolf Köln GmbH is one of 17 partners of the European Reisswolf-Group. Each year the company disposes approximately 20,000 tons of documents.

Starting Situation

To enter collections at the end of a working day strains vehicle dispatchment. Details of collected amounts were often imprecise. A telematics system should transmit the values on collection.

Solution

Reisswolf Köln decided to upgrade enwis) and Microsoft Dynamics NAV with the telematics module enwis)tel. Deciding was the branch competence of the Microsoft-Partner tegos as well as the modular structure of the telematics-system.

Benefit

With enwis)tel, Reisswolf Köln knows at any time, where the vehicles are located. The load is transmitted on collection, subsequent entry is no longer necessary. Vehicles are better utilized. New orders are processed the same day.



Subject: Mobility

Telematics-solution assures transparent data and efficient processes

“Today our employees have an exact overview on locations and remaining periods. Thus our vehicles are better utilized.”

Mr. Karsten Vieler, proxy holder and project manager at Reisswolf Köln GmbH

Security is very important for sensitive and individual-related documents – even if the documents are no longer needed. In Greater Cologne the company Reisswolf Köln GmbH specialized in shredding sensitive information. To do this, they use special vehicles and high-security building technology. The company is one of 17 German partners of the European Reisswolf-Group. For a short time now, a new telematics-system helps the disposal company to guide its vehicles safely and well directed through the city of Cologne. Vehicle dispatchment knows the locations of the trucks and knows which amounts were actually collected. Manual work to enter data is greatly reduced by this. With exact entry at the truck data quality was also increased, there are hardly any discrepancies in the invoices. Already in one to two years the investment will be profitable.



„Because of more efficient dispatchment, enwis)tel will be profitable in one to two years.“

Mr. Walter F. Passmann

proxy holder, Reisswolf Köln GmbH

Banks, insurance companies, attorneys or doctors have one thing in common: No one should have unauthorized access to the documents stored in their archives. This is not only expected by customers, clients and patients, this is also required by data protection. But what do you do with sensitive papers whose retention period is expired and you have space problems? This is where the Reisswolf-Group comes into play. They actively work with 49 regionally working archive- and disposal specialists, of which 17 are located in Germany. The partners profit from joint marketing and meet the group's high safety requirements. They remain legally independent and operate completely self-sufficient.

One of the largest German partners is Reisswolf Köln GmbH. With their 50 employees they earn approximately ten percent of the German sales volume. Their service reaches from file storage to data protection consultation up to special transports and shredding of documents. Safety has priority. "The companies themselves are responsible to safely administer and delete individual-related data. That is why they are very much interested in reliably working safety precautions", explains Mr. Walter F. Passmann, proxy holder at Reisswolf Köln.

Confidential papers are collected by the company's drivers in sealed containments. The 13 special transporters are equipped with sluices; even the driver has no access to the sensitive freight after collection. Inside the plant biometric access-controls, video surveillance and alarm systems assure high safety and help to completely trace the shredding- or storing process. A highly technical investment bringing the Reisswolf Köln on a unique market position. "There are only few companies offering such a great service spectrum with such a high safety level", reports Mr. Passmann

Telematics helps with administration

Reisswolf Köln also uses modern technology to organize the disposal business. Since 2003 the company works with enwis), a branch-solution for waste management based on the business standard-software Microsoft Dynamics NAV. "Our customers have a high information demand. To facilitate later allocation, we need to, for example, break down our invoices to the smallest detail. Without a flexible business software the bureaucratic work could hardly be managed", says Mr. Karsten Vieler, proxy holder and project manager at Reisswolf Köln GmbH. Furthermore, with Microsoft Dynamics NAV they are well prepared for future technical demands.

The disposal company faced such a project three years later: Equipping the special transporters with a telematics-system. "During one tour the trucks drive to approximately 40 stations. The collected amounts and containers can often vary from registered orders. Processing of the confirmation after completing the tour strains our dispatchment", mentions Mr. Walter F. Passmann one of the most important reasons for this investment. A further advantage of telematics is its flexibility. "We know at any time where our vehicles are located and we can work off orders already the same day", adds Mr. Karsten Vieler.

Therefore, in summer 2006 Reisswolf Köln decided to add the telematics-module enwis)tel to the business software. The order for implementing the software was once again given to the Microsoft-Partner tegos gmbh Dortmund. "It was an easy decision. Decisive was, besides the branch competence of tegos, most of all the modular structure of the telematics-solution. With this we can vary the equipment of our trucks", says proxy holder Mr. Vieler.

Technical Outline

Microsoft Dynamics NAV

Since 2003 Reisswolf Köln is working with enwis), a branch solution for waste disposal companies based on Microsoft Dynamics NAV. The business software manages the operative business with dispatchment, order processing and waste management. In November 2006 enwis)tel was added. The telematics-solution optimizes routes for collection of safety containers, transmits the current location of the vehicles, the actually collected amount and the status of collection orders.

Microsoft Office 2003 Professional

Reisswolf Köln uses the spreadsheet program Microsoft Excel to edit reports from Microsoft Dynamics NAV. Above this, for Emails, time scheduling and task planning Microsoft Outlook is used.

Microsoft Windows Server 2003

Microsoft Windows Server 2003 assures a safe and reliable use of the business software. At the same time, the server operating system controls communication among employees and with customers of Reisswolf Köln GmbH.

Windows XP Professional

Due to intuitive user guidance and the high number of installations all employees can work with the operating system. Thus, there are no training costs or periods of adjustment.



The telematics-solution in the trucks immediately transmits to the co-ordinating office, how much was loaded during one tour. This way the data is immediately available for invoicing.

Efficient Dispatchment

After an implementation time of only two and a half months enwis)tel was started in November 2006. 13 special vehicles were equipped with receivers of the Finnish manufacturer Aplicom. The safety-vehicles driving in the mostly chronically overcrowded downtown of Cologne were additionally equipped with navigation systems by Blaupunkt. In the co-ordinating office a 46 inch flat screen now permanently shows the dispatchers the position of the vehicles. Already during night the routes for the following working day are transmitted via GPRS-mobile radio to the vehicles.

During the tour the drivers complete each collection manually. With this the dispatchment is not only informed about the current location of the vehicle, but also about the processing status of the collection. The amount is also electronically transmitted so that Reisswolf headquarters can see early, if it varies from the ordered volume.

“Data goes directly into order processing and are therefore available to all subsequent processes like invoicing, controlling or accounting”, explains Mr. Walter F. Passmann.

Because of this, exact entries at the truck are extremely important. In his opinion the real challenge of the telematics-project was to make the increased responsibility clear to each employee. “The drivers should not feel watched. The routes calculated by the system are therefore no work instruction, but only a suggestion. The driver can follow this route, but he doesn’t have to” states Mr. Karsten Vieler one of the confidence-building measures in personnel management. “Acceptance of the employees is deciding for the success of telematics”, he adds. Only if the drivers realize that telematics leads to greater customer satisfaction and with this also to secure their jobs the technology can unfold its complete value.



Further Information

Microsoft-Partner

tegos gmbh dortmund
Oslostrasse 2
44269 Dortmund
Germany
phone: +49 231 317760
fax: +49 231 31776199
Email: info@tegos-do.de
www.tegos.de

Business Customer Service

Microsoft Deutschland GmbH
Konrad-Zuse-Strasse 1
85716 Unterschleissheim
Germany

phone: +49 180 5 672330*
fax: +49 180 5 229554*
Email: btob@microsoft.com
*0.14 Euro/Min., Germany-wide
©2007 Microsoft Corporation.
All rights reserved

Further customer references can be found on:

www.microsoft.com/germany/kundenreferenzen

Administration effort reduced

For Reisswolf Köln enwis)tel has most of all considerably improved working processes in dispatchment. "Today our employees can overlook exactly the locations and remaining periods. Thus our vehicle are better utilized than before", emphasizes Mr. Vieler. To be able to process orders faster is another factor for customer loyalty. Above this telematics contributes to the contact with customers: "We can exactly tell them, where exactly the vehicle with their documents is just now located. For many customers the exactness makes them feel comfortable", adds Mr. Walter F. Passmann.

Another fact is the saved working time with use of the automatic confirmation of the collected amount. "Many advantages of telematics, like for example customer satisfaction or additional safety, cannot be expressed in numbers.

However, we expect simply because of more efficient dispatchment that enwis)tel will be profitable in one to two years", says Mr. Passmann.

Good prospects which motivates to upgrade the system. Refinement of dispatchment data is at the top of the wish list. It is planned to integrate data like carrying capacity of the trucks, the number of collected exchange containers or the utilization of vehicles into the data-stream between the vehicle and the co-ordinating office. And with the automatic identification of the safety containers with help of RFID-chips the next project is already in sight. "The radio-chips could help to minimize stock differences. After all, safety containers are posted with 200 to 300 Euros", says Mr. Karsten Vieler. With that Reisswolf Köln should remain the safest and most modern disposal specialist for sensitive documents.

Software and Services

- Microsoft Dynamics NAV
- Microsoft Office 2003 Professional
- Microsoft Exchange Server 2003
- Windows XP Professional
- Microsoft Windows Server 2003

Hardware

The telematics module enwis)tel transmits the tours as electronic task list via GPRS-mobile radio to the 13 trucks.

For this the vehicles are equipped with the receiver Aplicom F2104. Five transporters are additionally equipped with Blaupunkt professional-navigation-systems. In the co-ordinating office of Reisswolf a 46 inch flat screen by Sony shows the position of the vehicles.

Partner
tegos gmbh dortmund