

Plan business processes beyond company bounds

Zentek Gesellschaft für Kreislaufwirtschaft in Deutschland mbH & Co. KG acquires, organizes and controls nationwide waste disposal concepts for their medium-sized partners. An immense number of single orders with 400,000 receipt data-movements each year call for an efficient business IT-platform. Since 2003, the branch-solution enwis) based on the standard software Navision is the revolving and central point to control business processes. Below a user report.

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When a chain of shops, car producers and importers or building groups centrally purchase waste disposal services, in many cases, Zentek shows "one face to the customer". The business model is known within its branch: Partners of Zentek are five medium-sized waste disposal companies in Germany. Besides the associates' shares, they brought regional waste disposal capacities to 200 plants, third parties have the opportunity to participate as system disposal companies, because the business, with area wide waste disposal solutions, requires presence on the spot. This is how building groups or chains of shops bring in several hundred task sites, the car producer Opel even brings in almost 2,000 into the contract. The IT-solution of Zentek turns out just as demanding, with up to 400,000 receipt data movements each year.

And until 2003, Zentek was working with databases, which the company's own IT-department developed on basis of Access. The plural "databases", because Zentek had five, one for each business area. "Looking at the complexity of the job, it was almost a miracle that we got by with our Access-based in-house solution for such a long time", reports Nils Röpke, managing director of Zentek. "To remain competent in the future, we now wanted to switch to a system, which was to bring order to the illustrated working processes. At the same time, it was a main condition that our system is open for individual customer jobs. The system should neither bend out of shape, nor did we want a shoebox like illustration of our processes".

Highly complex business processes

These business processes surely deserve the rating "complex": On the one hand, the business software must show which system disposal company is responsible for which waste type in which region. On the other hand, Zentek's service catalogue, consisting of 1,800 services must be saved in the ERP-solution. "That's quite a catalogue", knows Lutz Schmiedler, Zentek's sales director: "rental prices for 30 different container types, prices for logistic services like putting up and exchanging containers and finally prices for proper, law-consistent recycling or disposal of different types of waste according to the European waste catalogue, but also according to customer service descriptions."

Depending on how the contract is made up, the price models considerably vary, on the purchasing side of Zentek, but also on side of the customer. Mr. Schmiedler says: "In our area wide network, there are different conditions at many plants, which, of course, directly affects the price and how the contracts are made up. On side of the customer, there are waste producers, who, casually said, want to buy a piece of waste disposal a month. However, other customers would like individual prices for each waste type depending on weight, upon presentation of each collecting-receipt and each weighbridge ticket."

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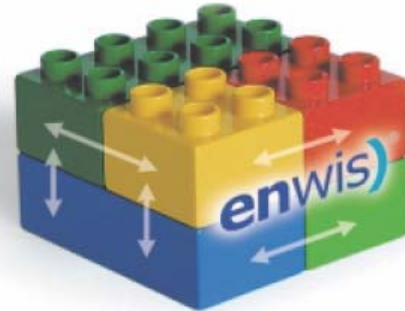
B2B-Platform or ERP?

As answer to all these requirements, Zentek did not only think about purchasing an ERP-system. "As area wide and centrally controlled waste disposal network, we also checked, if we should also build up a trade or B-to-B-platform", remembers the head of Zentek, Mr. Röpke. However, these considerations did not lead to the goal, because of the unsolved problem to illustrate specifications layed down by waste-law, for example, modules to draw up quantity stream notes and charts of waste accounts. The system enwis) based on Navision, a development by tegos gmbH in Dortmund, rather showed to be the perfect solution to illustrate Zentek's business processes. "As branch-solution, enwis) depicts all business processes of the waste disposal trade", reports Frank Fuchs, project manager at tegos. "On the one hand, these are the modules requested by Zentek to illustrate vendor- and customer contracts, but also a management information system, which fulfills the waste-bureaucracy. Above all, there are also important modules for classical waste disposal companies to control a fleet of vehicles or analytics, there are modules to control weighbridges and disposal locations. This module-character implies that each enwis) user only invests in what he really needs."

Thanks to the ERP-system by tegos, all of Zentek's business processes run faster, to a large extent without manual intermediate steps and also, after the initial entry of master data, mainly without errors caused by the system. "Today, a typical business process still begins with a customer ordering a collection by fax", reports Lutz Schmiedler. However, Zentek plans, as one of the first waste disposal companies, an online-link for customers, which is still to be implemented this year. As soon as the fax – or in a few months an order via internet – arrives at the head office in Cologne, the order is entered in enwis). Linked to this is an automatic comparison of the data with the ZSD-determination-matrix, developed by tegos, where "ZSD" stands for "Zentek-System-Disposal company": With the customer's address and the waste type, enwis) determines, which authorized waste disposal company takes on the order and it generates, with the saved master data of the customer and the firm accepting the order, an order on the vendor side for the system disposal company and an order confirmation on the customer side to the customer. The system disposal company either takes care of the order himself or with a subcontractor working in the areas logistics, temporary storage, sorting and recycling. Regardless of who "drives" the order"; the hired system disposal company reports the completion in order to make a re-tracking of the waste streams possible.

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Based on this, the system easily manages the waste-bureaucracy. Exemplary is the handling of waste requiring supervision or waste requiring special supervision for recycling or disposal. With help of a "free-float"-function, enwis) calculates in real-time, from the used database contents, how much of each waste amount for each customer, calendar year and waste account incurred and from this provides the necessary records to create waste-concepts and charts of waste accounts. Head of Zentek, Nils Röpke says: "This is how, enwis) is not only a tool for the operative control of our network. By helping our customers to follow up on their documentation requirements, enwis) is also an important instrument to us for customer commitment."



Presseanfragen Zentek:

Zentek Gesellschaft für Kreislaufwirtschafts-
systeme in Deutschland mbH & Co. KG
Herr Nils Röpke
Konrad-Adenauer-Straße 13
50996 Köln
Telefon 022 1/88990-0
Telefax 022 1/88990-99

E-Mail: info@zentek.de
Internet: www.zentek.de

Presseanfragen tegos:

tegos gmbh dortmund
Herr Andreas Kullmann
Oslostraße 2 - 44269 Dortmund
Telefon 0231/31776100 - Telefax 0231/31776199

E-Mail info@tegos-do.de
Internet: www.tegos.de
Internet: www.enwis.de