



### Outline

**Country:** Germany

**Branch:** Services

### Companies

Urban Cleaning company Holtmeyer GmbH & Co. KG, working in waste management since 1952. Currently 450 employees generate an annual turnover of about 45 million Euros.

### Starting Situation

Up to now, the Holtmeyer-Group worked with several applications. To bridge the missing integration, double entries and manual entries were necessary. Because of long winded reports erroneous trends could only be seen too late.

### Solution

The Holtmeyer-Group chose enwis), a branch-solution based on Microsoft Dynamics NAV. Deciding here were the great number of functions and integration of all program areas on a joint platform.

### Benefit

Today all employees and the management have access to all information. Payment run could be reduced by five days and reporting even by ten days. By drill-down of document lines business development can efficiently be controlled.

## Faster Business Processes thanks to integrated Branch-Solution

“Thanks to transparent data we recognize black sheep a lot sooner.”

Manfred Neumann, Procurist and Sales Manager at urban cleaning company Holtmeyer GmbH & Co. KG.

Who wants to be successful in the hectic waste disposal business, doesn't only need to have a nose for current trends, but must also react fast – for example, to adjust to the always changing law in time. The Holtmeyer Group is very well positioned in both areas and can look back on a solid business development. However, while customer service and range of services offered were greatly increased over the past years, many business processes turn out to be long-winded, complex and with this very expensive. This could mostly be blamed on the out of date IT-structure, which consisted of a loose network of several individual applications. With implementation of integrated business software the group standardized their information basis. This way, for example, the processing time for monthly invoicing was reduced by a total of five days.



“Saving contract data reduces acquisition effort and avoids mistakes.”

Mrs. Ursula Jansen, Branch Manager,  
Horst Marthen Städtereinigung GmbH &  
Co. KG

The Holtmeyer-Group roots back all the way to the Weimar Republic. Founded 1927 in Georgsmarienhütte the company delivered coal to private households and businesses for 30 years. When at the beginning of the sixties more and more heating installations were changed to more comfortable energy sources, the family business changed the business field. Where during the first twenty years classic waste disposal was the focus of their business, demands changed since mid of the eighties. Because of the increasing disposal costs, new concepts to avoid waste and for recycling are needed today. With a lot of sure instinct and a “good nose” for trends and market chances the small urban cleaning company Holtmeyer located in Georgsmarienhütte has become to a medium-sized group of companies with branches in Ibbenbüren, Hilter and Fürstenau.

With its subsidiaries Horst Marthen urban cleaning company in Lingen, Emsland as well as the SDL Mecklenburg GmbH and NAW Recycling GmbH located in Neustrelitz/South-Mecklenburg, the group is by now working outside the Lower Saxony borders. The business spectrum is diversified. “Except for recycling, incineration and composting our portfolio includes all waste disposal services”, says Mr. Manfred Neumann, Procurist and Sales Manager of the Holtmeyer GmbH & Co. KG about their range of products. Municipal waste disposal and the different dual systems contribute to the annual turnover each with 20 %. However, the gross of the turnover of about 45 million Euros is gained with commercial wastes by approximately 450 employees.

### **Complex Reporting**

The price is an important decision criterion in the increasingly international competition. Decrease of administrative costs, therefore, is and remains a permanent issue in waste management. Use of efficient business solutions plays a central role. Since the beginning of the nineties the Holtmeyer-Group used different special applications for order processing, financial accounting and time recording. A system with weak spots, admits Sales Manager Mr. Manfred Neumann: “When we had to deal with legal changes, the manufacturers liked to pass the buck. Therefore, we were often forced to improvise.” Interaction between the individual applications was rather difficult. Transfer runs had to be started manually and reporting without Excel was practically impossible. “Structures of working tables were so complicated that only insiders could understand them. Besides, consolidation and processing of the figures took too long to intervene in erroneous trends”, remembers Mrs. Ursula Jansen, Branch Manager at Horst Marthen Städtereinigung GmbH & Co. KG. When, above all, in year 2000 the technical support for financial accounting was terminated, the software change was decided.

### **Integrated Branch Software**

The highest project objective was the combination of the individual applications into one integrated business software. Each document, each working hour should only be entered once in the future. “Integrated software doesn’t only reduce the amount of work; it also makes complicated reporting easier. Relevant management information is then faster available”, describes Procurist Mr. Manfred Neumann of Holtmeyer the expectations. Deciding for the product selection were not only the technical factors, but most of all good references. “We wanted to be sure to have a practical concept” clarifies Mrs. Ursula Jansen. In May 2002 the branch software enwis) by the Microsoft partner tegos gmbh received the bid. Software basis is the ERP- system Microsoft Dynamics NAV.

## Technical Outline

### Microsoft Dynamics NAV

Currently 55 employees are connected to Microsoft Dynamics NAV and the branch solution enwis). The Holtmeyer-Group uses the following standard modules of Microsoft Dynamics NAV: Customers & Sales, Vendors & Purchase, Warehouse, Cash Management, Sales & Marketing, Fixed Assets Accounting, Cost- and Project Accounting as well as Payments. To the most important enwis)-modules belong commercial and municipal order processing, order processing for dual systems, waste flow management, tour planning and telematics. Different electronic weigh-bridges are linked to the business solution as well as a payroll-program based on Microsoft SQL server. In the telematics-test-vehicles on-board computers by Applicom are used. Data transfer is done via GPRS in XML-format. The Holtmeyer-Group uses maps by Map & Guide for tour planning. Another interface to the document-management-system Docuware exists, which provides electronic documents.

### Microsoft Office

The Holtmeyer-Group uses the close interaction with Microsoft Office to generate serial letters with address information from Microsoft Dynamics NAV.



### Easy Implementation

With regard to the implementation, the project team decided to use a two-stage concept: Before Microsoft Dynamics NAV and enwis) are implemented in the entire group, it is to be put to the acid test at one location. The company Horst Marthen Städtereinigung located in Lingen was chosen. "Basic conditions were perfect: A manageable number of six users are working here with the entire catalogue of waste disposal services", explains Branch Manager Mrs. Jansen the choice of location. Thanks to a high functional range, adjustments of additional input assistance, like, for example, QuickDocs of the task site plan, could be limited. Dispatchers can comfortably enter new orders according to location. Since contract data of commercial customers are saved, details like container or waste description are used automatically. "Our employees only have to enter vehicle data and the current date. This way we were not only able to reduce our acquisition effort, but also to close potential sources of error", explains Mrs. Ursula Jansen the advantages. Since then the QuickDoc of the task site plan is part of standard version of enwis). Because of the software change during the financial year, not only the master data was transferred from the old system, but also all transaction data. Since November 2002 the Horst Marthen Städtereinigung is working with Microsoft Dynamics NAV and enwis). In the summer of 2003 it was implemented in the parent company, in fall of 2004 it was implemented in the two East-German subsidiaries. Mr. Manfred Neumann is extremely satisfied with the support of the software-partner: "tegos was permanently on site during critical project phases and could be reached at all times. This is how we could solve open questions fast."

### Firm Business Processes

With Microsoft Dynamics NAV and enwis) the information structure of the Holtmeyer-Group changed fundamentally. Since then, management and employees have direct access to all relevant data. "We had to wait for reports very long, today, we can make the relevant reports ourselves", praises Mrs. Ursula Jansen the new branch software. Also in the administration central processes run considerably faster: Where monthly invoicing could be completed soonest on the 15. of the following month, today, the invoices are sent out latest on the 10. day. "This doesn't only improve our liquidity situation", explains Sales Manager Mr. Neumann. For the reporting it was possible to shorten the processing time by 10 days. Very much liked is the interactive structure of the reports. It is, for example, possible to break down individual positions all the way down to the document level. "Finally we can talk about transparent invoicing", says Mrs. Ursula Jansen pleased. Because of the fast success of the project, further expansion of the system is a point of honor. For this, the Holtmeyer-Group starts at several places. By far the most important project is the expansion of enwis) with telematics. Seven waste disposal vehicles are already equipped with on-board computers. While municipal tours are only recorded, it is used in the commercial sector to determine weights and to transfer new orders during the tour.

The company-wide implementation is planned for fall 2006. "Our vision is the paperless driving cab. With help of telematics we can kill two birds with one stone: Relief of dispatchment, reduction of communication costs and reduction of bureaucracy", specifies Mr. Manfred Neumann the advantages. Furthermore, drivers can be employed more flexible – also in regions they are not so familiar with. It is also planned to build up a customer portal, with which orders can be entered or waste transfer notes can be checked.

#### Further Information

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Further customer references can be found on:

[www.microsoft.com/germany/kundenreferenzen](http://www.microsoft.com/germany/kundenreferenzen)

#### **Firm Business Processes**

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#### Software und Services

Microsoft Dynamics NAV  
Microsoft SQL Server 2000  
Microsoft Office 2003  
Professional  
Microsoft Windows 2000 Server  
Windows XP  
Microsoft Exchange 2000 Server

#### Hardware

For servers the Holtmeyer-Group uses models of Hewlett Packard and Maxdata, while for individual workplace computers different manufacturers are used. The central company server is located in Georgsmarienhütte. The different locations and subsidiaries are connected to the server with a S-DSL-line of T-Com with a capacity of 512/2000 KBit/s.

Besides a server for Microsoft Dynamics NAV and enwis), further devices exist for Email-communication, Office-documents and the database Microsoft SQL server. Data backup is done with an Arcserve 11-alternatively with a Quantum superloader3-streamer. Permanent duplication of the hard drive is guaranteed each by a RAID-1-, RAID-V- and RAID-15-hard drive system.

#### Partner

tegos gmbh dortmund