



Microsoft Dynamics NAV Success Story



Overview

Country: Germany

Department: Services

Employees: 22

The Company

BioCycling GmbH was founded in 1995, and belongs 50/50 to the Veolia Group and Karl Meyer Environmental Services. With 22 employees and 150 independent vehicle operators, the company disposes of restaurant and retail food wet waste nationwide. Turnover was at around 20 million Euros in 2007.

Initial situation

As a subsidiary of large waste disposal corporate groups, BioCycling had only minimal influence over the development of the business software. The lack of support for internal requirements slowed down operating speed and delivered reporting that lacked clarity.

Solution

Following a workshop on project preparation, BioCycling decided to introduce enwis), a sector solution for waste disposal operations based on Microsoft Dynamics NAV. The wide performance range, flexible programme architecture and close interaction of all programme areas were pivotal to this decision.

Benefits

Today, the BioCycling Management Team can now access detailed evaluations of individual customers and performance levels. Business processes are conducted seamlessly, meaning that employees work more efficiently. When enwis) was introduced, there was a drop in the number of complaints.

Topic: [enwis\)waste](#)

It pays to be well prepared.

"We now have the space we need for future growth, and can react flexibly to new market demands."

Dennis Eisele, Director of the BioCycling GmbH Customer Centre.

In Germany, the disposal of food waste is a complex and tricky business in legal terms. This applies to commercial waste, at least. BioCycling GmbH in Hamburg specialises in the recovery of wet waste and serves restaurant and retail food chains nationwide. As a subsidiary of large waste disposal corporate groups, this specialist had little say in the design of business software. As a result, the company could hardly identify with the solution in place. Reporting offered only a crudely structured a catalogue of services, and employees had to compensate for a lack of functions with their own talent for improvisation. It's scarcely two years since BioCycling decided to go down its own IT route. A workshop helped the company to set the project on the right track, and the Hamburg Team are now seeing the benefit of meaningful company reporting and more efficient business processes.

"Employees were consulted as required, and collected the results themselves at the workshop. The concept of management becomes a project for the whole business."

Dennis Eisele, Director of the BioCycling GmbH Customer Centre.

"If you eat everything up today, the sun will shine tomorrow" – in terms of waste food, most families use a simple approach to discourage waste. But if there's anything left, it goes in the dustbin. This might work in domestic terms, but it's a huge problem for the restaurant and retail food trade. The German Law on lifecycle management is the major factor behind the considerable increase in the cost of disposing of wet waste. It therefore makes good economic sense for commercial operations to isolate food waste and dispose of it separately. This is exactly what BioCycling GmbH in Hamburg specialises in, with over 150 vehicles in operation nationwide. The company mainly services chains such as the METRO Group, McDonalds and the Rewe Group. "The pressure of competition is high, but most of our competitors only operate at local level. As national service providers, we have the advantage as far as chains and big businesses are concerned", Dennis Eisele, Director of the BioCycling GmbH Customer Centre, is well aware. But the decisive factor in terms of market success is the quality of the waste disposal services and legal security that comes with it. "The law governing the disposal of food waste runs to over 160 pages. So companies simply want to ensure that everything is regulated properly, excluding any possibility of a scandal that would damage the company's image", explains Dennis Eisele. BioCycling is able to demonstrate a seamless recovery chain. The accumulation of waste is correspondingly high: every year, this waste management company collects over a million containers, making a total volume of over 75,000 tonnes. Turnover is running at around 20 million Euros.

Freedom from the parent company

In terms of organisation, BioCycling belongs 50/50 to Veolia Environmental Services & Consulting GmbH & Co. KG and Karl Meyer AG. This has also been reflected in the IT environment, as until recently the company was using the Veolia Environmental Services business software, which is a special solution for waste disposal operations. "From a corporate perspective, we

are only a small cog in the machinery. This meant we had little influence on IT development. The processes and architectures didn't meet our needs exactly", remembers Dennis Eisele. This meant for example that compromises in the design of the services catalogue reduced the informative value of the reporting. The text-oriented software was already outdated, and the cost of training new employees correspondingly high. "Growth requires an organisational foundation. Software is a decisive factor in this. Only a dynamic, future-safe solution can support business development", clarifies Dennis Eisele. To react more flexibly to future market demands and have greater insight into the business, BioCycling decided to introduce its own business software at the end of 2006. An external consultant then analysed the current status, identifying the weak areas and cost of the existing processes. This was the basis for developing a rough requirement profile for testing the market. The aim was to locate sector-oriented software that would cover the majority of requirements as standard. Equally important was the seamless integration of central programme area such as order processing and financial accounting. And finally, media breaks tie up staff unnecessarily.

Team project design

Only three software houses made the shortlist, including tegos GmbH Dortmund with "enwis". This sector-oriented solution for waste management operations is based on ERP Software Microsoft Dynamics NAV. "tegos did not focus on the functional range of the software, but rather our specific requirements. tegos was the only service provider to bring an open-ended workshop into play, where the focus was on problem analysis and an initial definition of our requirements. We were very pleased with that", remembers Dennis Eisele. To maintain objectivity, a consultant from process optimisation business consultancy specialists IFMO GmbH moderated the workshop. The participants were asked to identify the weak areas of the existing work processes and IT system. Using the technique of metaplanning, the group then made a list of problem

Technology overview

Microsoft Dynamics NAV

Around 20 BioCycling GmbH employees are currently using Microsoft Dynamics NAV. This business software is supplemented by the enwis sector solution from Microsoft partner tegos Dortmund GmbH, which runs special functions for waste management operations. There are interfaces with financial accounting at the parent company Karl Meyer Environmental Services. And BioCycling issues electronic invoices and delivery notes via EDI to big food retail and restaurant chains.

Microsoft SQL Server 2005 Standard Edition

BioCycling uses the Microsoft SQL Server database because it delivers high performance for large data volumes. This gives the waste management company more "breathing space" for continuous growth.

Microsoft Office Professional 2007

BioCycling uses Microsoft Excel to prepare ad hoc reports from Microsoft Dynamics NAV. And serial letters are also created in Microsoft Word using address data from Dynamics NAV.



Collection: support from its efficient business software leaves BioCycling with more time for its core business.

areas and worked out the dependencies between the individual points. Structuring was used to determine both the priorities for any projects targets and any adaptations required. "The workshop enabled us to identify unclear processes and missing functions", confirms Dennis Eisele. But it wasn't just for technical reasons that he was persuaded of the good sense of a moderated "kick-off": "Employees are consulted as required and actually collect the results themselves at the workshop. This collective experience is highly motivating. The concept of Management becomes a project for the whole business. "The choice of software was then a mere formality.

More efficient business processes

Two weeks later, in the summer of 2006, the introduction of enwis and Dynamics NAV began, with fine-tuned specifications for individual requirements. It was vital to carry forward the core processes from the previous software. "For most employees,

a change of software is very stressful. The new user guide gives rise to insecurities. Familiar elements such as tour terminology can definitely help with orientation here", explains Dennis Eisele. Nevertheless, the result was a whole range of process improvements delivering greater efficiency. Including unrecorded "preliminary invoices", for example: until then, the order processing procedure had been comparatively rigid. Invoices were made out on the basis of orders created. If the final check revealed that the volumes actually collected differed from the volumes agreed in the contract, the invoice would have to be laboriously cancelled and a new one produced. These days,

BioCycling uses collective invoices. This means that unrecorded preliminary invoices can be made out, where the contents of the final accounting entry can still be changed – without departing from the principal that two pairs of eyes are better than one. And an operations diary

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has been added, which sets contractually agreed volumes clearly against volumes actually collected. At the same time, the waste management company used the system change as an opportunity to carry out a general reorganisation of the databases. "We have combined our customer data, service catalogue and flow of materials, and now work with stream-lined structures", emphasises Dennis Eisele.

A clearer view of the business

enwis) has been in place at BioCycling GmbH since the beginning of 2007. In the opinion of Dennis Eisele, the integrated IT environment is one of the biggest successes: "Even if we still don't use all programme areas, we now have the space we need for future growth. A good example of this is the electronic data transmission, which is currently being tested. Because enwis) is oriented towards this kind of future scenario, we can react flexibly to new market demands. "Added to this is the improved reporting. Today, the BioCycling GmbH Management Team has a substantially improved view of the current state of the business. For example, a standard report splits turnover across business areas or items and produces comparisons against previous years. "As manual intervention is no longer required, there is more time available for the operating business", enthuses Dennis Eisele. And the user guide also provides help, since

there are many ways to reach the same goal with enwis) and Dynamics NAV.

As there are practically no dead ends, procedures can be run significantly faster. And there are comfort functions, too, such as integrated document management. "All the while, we are scanning all correspondence. Our employees have access to all business processes at all times – without media breaks. This means that we can respond to customer enquiries more rapidly", stresses Dennis Eisele. In all, the increase in efficiency is the approximate equivalent of the job of one person. On the other hand, the detailed reporting entails higher input levels. Since the overall result is a big fat plus, BioCycling GmbH is already planning to extend the system: in future, the rapidly increasing number of digital documents will be taken care of by a document management system.

Software & Systeme

- » Microsoft Dynamics NAV
- » Microsoft SQL Server 2005 Standard Edition
- » Microsoft Office Professional 2007
- » Microsoft Windows Vista
- » Microsoft Small Business Server 2003
- » Microsoft Office Visio 2007

Partner

- » tegos GmbH Dortmund