

CUSTOMER SUCCESS STORY



Manufacturing



Smooth workflows “Made in Germany”: Technology supplier STEINEL relies on GBS solutions for process management

Structured processes, optimised throughput times and reduced susceptibility to error, thanks to PAVONE Espresso Workflow

The Challenge

STEINEL operates manufacturing facilities at its headquarters in Herzbrock-Clarholz and at additional STEINEL plants in Germany, Czech Republic, Romania and Switzerland.

STEINEL's product portfolio covers a wide range, from intelligent lighting solutions and motion detectors to hot air blowers, which

are of great importance for crafts and industry. All processes of the company must meet one ultimate standard: “STEINEL delivers on the promise of German Quality.” This applies to research, the development of new products, as well as manufacturing, sales and service.

The Solution

In order to assure these high quality standards, STEINEL frequently optimises its products and adjusts them according to a variety of factors. STEINEL's primary obligation is to its customers. However, it is also driven by legal guidelines and technological progress. To ensure the necessary smooth workflows, it is important to constantly document the corresponding amendment requests, which are later approved by the executives. Afterwards, the employees responsible receive notification of the amendment to implement.

In the past, STEINEL handled these processes on paper and thus were not as optimised as possible. A solution was needed that would improve throughput times, minimise susceptibility to error and achieve improved structuring of the processes. The company sought a software-based workflow system to be deployed across sites and departments. STEINEL chose PAVONE Espresso Workflow, provided by GBS' division for the optimisation of business processes. With this solution, companies are able to optimise their processes with low administrative effort – thanks to comprehensive automation – by pre-defining workflows in an intuitive user environment and initiating them quickly via mouse-click.

Workflows can just as easily be adjusted to existing processes and seamlessly integrated into a company's structure. STEINEL thus benefits from the swift integration of all resources and employees involved in workflows, thus creating an optimum flow of information throughout the company. Thanks to shortcuts to existing applications familiar to employees, GBS' software-based workflow management is readily accepted. This minimises the need for additional employee training.

Product modifications are now controlled and documented across all sites by STEINEL via the workflow-system PAVONE Espresso Workflow. For this, every employee is able to create a request for amendment, which is then added to the information regarding inventory figures of storage, order and quantity-on-hand. Central procurement and the sales department at the Swiss site have optional access to these requests. Afterwards, the employee submitting the request evaluates the collected information and makes the necessary changes to the request. The employee is able to give account of expected costs, savings in production and one-time costs.



Steinel GmbH

Background

Since its founding in 1959, the German technology supplier STEINEL has advanced from pioneer to market leader. Represented in more than 70 countries worldwide, the company specialises in the manufacturing of high-quality sensor technology and thermo tools.



CUSTOMER SUCCESS STORY

In this process, the system documents all details of the amendments and their consequences for work instructions, guidelines and checks. Afterwards, the approval is conducted by various departments, such as sales, procurement and development. The final approval is given by the executives, changing the request of amendment to an

The Benefits

With GBS' PAVONE Espresso Workflow, important requests of amendments and notifications about STEINEL products find their way through all processes of development, manufacturing, sales and service. Thus, the right information is at the right employee's disposal at the right time. With GBS' solution, STEINEL was able to optimise and automate its business processes using IT supported workflows.

STEINEL's experiences with PAVONE Espresso Workflow, which the company has been productively employing for four years, are positive through and through. Especially the innovative workflow system's intuitive usage and reliability have been appreciated in practice at multiple sites in Romania, Czech Republic, Moldavia, Switzerland and Germany.

The Future

"For more than four years, we have been implementing efficient processes with PAVONE Espresso Workflow, while benefiting from the wide range of practical knowledge of GBS' workflow experts", says René Heinz, head of the IT department at

amendment notification. Afterwards, PAVONE Espresso Workflow transmits this amendment notification to be brought to the attention of a large group. The process of transmitting this information is also included into the request of amendment, as well as previous approvals.

Thanks to PAVONE Espresso Workflow, STEINEL is able to take advantage of an improved control and traceability of all amendment processes. Changes are no longer made by oral request, and accidentally entering the same modification request twice is now a mistake of the past. Furthermore, STEINEL avoids future delays and lay times caused by vacations or other types of employee absences.

The success of this workflow system is measurable: The accuracy of amendment request processing has improved by 80 per cent. The error rate has been reduced to nearly zero.

STEINEL with conviction. At the moment, STEINEL is examining whether Espresso-controlled workflows can also be employed in other parts of the company, such as contract and procurement management.

About GBS

GROUP Business Software is the leading provider of IBM Lotus based solutions and services in the fields of Cloud Computing, Email Management and Archiving, Instant Messaging Management, CRM, Workflow, Banking and Risk & Compliance.

Competencies

GBS solutions feature outstanding usability and unmatched efficiency. The necessary user interaction is reduced to a bare minimum. Centrally defined processes ensure compliance with corporate policies and statutory requirements.

Customers

GBS customers include well-known companies from all over the world, such as Deutsche Bank, Ernst & Young, Honda, Allianz and Miele.