

# Eco-friendly packaging manufacturer prepares for growth with QAD ERP solution upgrade

**M**auser is a worldwide producer of industrial packaging. The company manufactures and reconditions a wide range of plastic, steel and fibre containers including drums, injection-moulded packaging and bottles.

Working with agricultural, petro, industrial chemical, medical waste, food and beverage, paint, and pharmaceutical companies, Mauser supplies them with reliable, perfectly sealed products that reduce risks and prevent industrial spills and accidents. Using a 'buy and build' strategy of global acquisitions and joint ventures, Mauser's major focus is on expansion of its global presence and reconditioning business. Mauser has:

- More than EUR 1 billion revenue.
- 4400 Employees.
- 82 Facilities at 57 production locations in 18 countries worldwide.
- Joint ventures in Europe, Asia and the Americas.



## The challenge: keeping ahead of the curve

Mauser has to deal with a wide variety of customer needs and distribution challenges as well as the volatile European economy. The company also has to accommodate different currencies and the business and tax practices of widely diverse cultures.

Mauser has been running QAD enterprise resource planning (ERP) solutions since 1994. The company realised an upgrade of its current system was needed to maximise its

effectiveness and put it in the best possible position as the company implement its 'buy and build' plans.

"We believe all things have a life cycle, including our ERP system," said Dr. Bernhard Rohde, global CIO at Mauser. "We need our financial and planning systems to stay ahead of the curve."

## The solution: thoughtful design and testing make for a successful upgrade

QAD met with Mauser to discuss its current and future ERP needs, set goals and determine an upgrade timeline.

### Strategic goals

- Growth through acquisitions and joint ventures.
- Continuous refining of delivery abilities.
- Expansion and enhancements of product offers.
- The most effective, flexible and easily/quickly deployed ERP system possible.
- Optimised business processes with



streamlined IT support strongly based on QAD's ERP solution as the core transaction system.

Mauser determined an upgrade to QAD Enterprise Applications Enterprise Edition (QAD EE) was the best solution and upgrade goals were defined.

### Upgrade goals

- Enhanced financial functionality.
- Better built-in reporting functionality, easily customized by the user.
- Ability to better forecast and more accurately compare actual vs. budget.
- Clean-up and standardisation of existing processes including data structures in accounting, master data, and harmonised customer, supplier and item numbers.
- Easier ERP maintenance through reduction of customisations.
- Greater transparency and granularity on freight costs with QAD Trade Activity Management.
- More effective management of the supply chain, especially transport of goods to customers.

Mauser and QAD partner Kontext-E worked through the system design, which was based on a strategy from the QAD Customer Engagement Process. The superior internationalisation features built into QAD EE made it easy to design the system to accommodate the current countries Mauser does business in and prepares for future expansion.

Each of Mauser's project objectives was discussed, carefully considered and incorporated into the system design. Financial aspects were a particular focus. Mauser was open to testing, which helped the design process move forward more quickly, avoiding problems later in implementation.

### Benefits: bigger, faster, better and primed for the future

"This upgrade was a major success for us," says Dr. Rohde. "It was a huge project but the

time frame from the first planning meeting to going live in Germany was only seven months — fast and right on schedule. There were few technical problems and the entire process was quite painless from a system point of view. The standardisation efforts to harmonise system data have been immense and promise to be a big ongoing success."

With the upgrade to QAD EE, Mauser's financial processes have seen many improvements mainly in the ease and speed of the financial closing process. The new features facilitating the booking in local GAAP and the group-wide IFRS standard are particularly a tremendous benefit. Closing the books is now faster and more accurate, resulting in both an increase in effectiveness and a decrease in costs. Moreover, Mauser was fully prepared for the general switch to the Single Euro Payments Area (SEPA) bank transaction required in Europe.

**“ We took the ERP update project as an opportunity to reconsider our core business processes and to discuss, optimise and document them on a company-wide basis.”**

*– Dr. Bernhard Rohde, global CIO, Mauser.*

The new user interface has received positive feedback on ease of use as well as the better reporting functionality. QAD's Browsers have become a major part of day-to-day work, and the ease to filter and export data has improved process efficiency.

Budgeting has become easier and more accurate as forecasting improved with the addition of more weeks of concrete orders in the system to better predict customer demand –resulting in budget versus actual improvement.

"We have seen improvement sooner and it has been more tangible than we ever expected," said Dr. Rohde. "Standardisation is taking hold in our data structures including accounting, master data, and global customer, supplier, and item numbers. Our IT department is happy that with the upgrade. ERP maintenance is reduced as fewer customisations are needed, and the greater transparency on freight costs has already allowed us to save



money and be more efficient."

Mauser has seen a 20% improvement in reporting and won a QAD Visionary Award for record implementation.

"We can now more effectively manage the supply chain, especially transport of goods to customers," added Rohde. "With the success of the upgrade process and the immediate

and long-term benefits we are seeing, this has been a great intellectual and cultural investment for us. QAD's and their partner's care and concern for Mauser's needs during the planning and implementation process was very impressive. When the time comes for the next upgrade, I will not hesitate." ●

### Highlights

<b>Company Headquarters Industry</b>	<b>Mauser Group. Brühl, Germany. Industrial Packaging Manufacturing &amp; Reconditioning.</b>
<b>Products</b>	<b>Plastic, steel and fibre. containers; reconditioning services; equipment sales.</b>
<b>Solutions utilised Applications</b>	<b>QAD Enterprise Enterprise Edition.</b>