

Weweler-Colaert and Exact



With Exact solutions, our business processes are designed far more efficiently."

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# AUTOMATED WORKFLOWS MEAN GREATER EFFICIENCY



As a manufacturer of springs for commercial vehicles, Weweler-Colaert NV is a trend-setting player in the automotive sector and the market leader in the European replacement market. In the last 130 years Weweler has become a technological leader in designing and manufacturing suspension systems and components which offer added value to road transport and the automotive industry.

Weweler-Colaert has an important focus on the replacement market of springs and suspension components for European trucks and trailers. The company presents itself by delivering high quality products, by having the widest range of products and by the speed of delivery, says Frederik

Deschodt, Controller at Weweler-Colaert. The customers are distributors of truck and trailer parts. 90% of our turnover comes from outside Belgium, with export to 60 countries in Europe, Africa, the Middle East and Asia. Thanks to modern manufacturing equipment, we have control over our quality, but a high-performing logistics organisation and service provision are just as crucial to success in this market.

Weweler-Colaert is part of the VDL Groep. This international, industrial group focuses on the development, manufacturing and sales of semi-manufactured products,

buses and end products. The VDL Groep, which has its head office in Eindhoven, has over 9,000 employees, spread over 80 operating companies.

## Central database with Exact Globe

"We chose Exact Globe in 2005. The ERP package is the central database for the business operation and supports all core processes in our company", states Frederik Deschodt. "It's an extremely comprehensive and user-friendly ERP application with a fast and straightforward implementation. "Weweler-Colaert processes approximately 100,000 order lines in Exact Globe annually and manages the complete logistics and manufacturing planning and execution. The purchasing and inventory management of approximately 12,000 SKUs also runs smoothly with the package. "You can run a major administration on Exact Globe", confirms Frederik.

“The accessibility of the supporting Microsoft SQL Server database for compiling own reports and tools is an important trump card. With the appropriate training, I could start work as a non-IT engineer, creating own reporting tools in addition to Exact Globe. No need to continually call in external consultancy.”

### Exact Synergy an important trump card

The organisation decided to start using Exact Synergy in 2007. “Only a few suppliers in the market of CRM, document management and workflow management have a solution which can be perfectly integrated with an ERP package. Exact Synergy is therefore an important trump card for Exact. It offers the perfect addition to Exact Globe. You can see it as a layer on top of the Exact Globe ERP database”, states Frederik.

Weweler-Colaert made the step to Exact Synergy primarily for two important reasons. Firstly, there was a need to automate workflows supporting certain processes. In addition, the company wanted to centralise, standardise and share information in a single, central database.

### Automated workflows mean greater efficiency

Exact Synergy has made it possible to optimise an entire range of workflows.

Previously, a whole range of steps had to be taken when handling quality complaints to suppliers. “With Exact Synergy, all complaints are created by the quality department using a standard template and they are sent fully-documented to the workflow of the purchaser. The purchaser assesses and sends the claim to the supplier with a click of a button. Instantly the financial administration is informed about the credit note to be received. “At any given moment, we can see which files are still open with which suppliers so we can chase them up”, states Frederik. In this way, a history is created for each supplier, allowing the purchaser to be proactive.



“We’ve phased our workflows towards automation with Exact Synergy. It’s been a big operation, but our employees now consider it to be a very positive experience”, says Frederik. In addition to supplier claims, workflows concerning the handling of customer complaints, following up quality and manufacturing problems, corrective & preventive actions, as well as the follow up of maintenance work have been automated with Synergy. “The standardised working method with uniform registration makes our workflows very transparent. What’s more, everything is linked to our customers, suppliers, items, PO numbers, employees and machines from the Exact Globe database. In the meantime we’ve accrued an enormous source of information and the time savings and increase in efficiency are huge for our organisation”, continues Frederik.mauris. Praesent adipiscing.

### THE REQUIREMENT

Weweler-Colaert required an integrated application which allowed all business processes to be optimally designed and managed. That’s why the switch was made to Exact Globe and Exact Synergy.

### THE SOLUTIONS

Exact Globe is used as an ERP package and supplemented with Exact Synergy. Synergy allows workflows to run in a standardised and automated way and makes information transparent throughout the organisation. Exact Event Manager allows processes to be monitored.

## THE IMPROVEMENT / THE BENEFITS

- Far more efficient design of business processes
- Control at every business level
- Standardisation
- Enormous source of information
- Time savings

### Centralised and uniform business data

As with many organisations, customer-related information at Weweler-Colaert, for example, was spread out throughout the company: in Outlook, in Excel lists, in classifications, etc. "Synergy allows us to share information which is useful for numerous people. That's why we've created a logical and uniform document structure, linked to the customer or supplier and the employee. Contact data, contact reports, contracts, trade information and also customer complaints and follow-up of debtors are now accessible for everyone in a single, central database. When an employee makes a change or makes an addition, this is then visible in real-time to all members of staff."

### Automated monitoring and reporting

Weweler-Colaert NV decided to start using Exact Event Manager in 2010. This automated control tool allows processes to be monitored. For example, we created a tool to generate supplier reminders. This tool gives us an overview for each supplier of all the purchase lines where the requested delivery date has been exceeded, and automatically generates a reminder via email to the relevant supplier. "Whereas it used to take half a day to go through and chase up suppliers, this process is now fully automated. We also automated specific reports with distribution to the relevant parties. This way, Exact Event Manager notifies us if processes are going to go wrong, and we have the possibility to prevent issues", confirms Frederik.

### Facts

Organisation name	: Weweler-Colaert NV
Organisation Sector	: Automotive sector
Locations	: Belgium (part of the VDL Groep from Eindhoven)
Number of employees	: 96
Number of Exact users	: 30
Active Exact product lines	: Exact Globe, Exact Synergy, Exact Event Manager
Implementation partner	: Exact Belgium
Focus areas	: Financial, Logistics, Manufacturing
Website	: <a href="http://www.weweler.eu">www.weweler.eu</a>