

Teesing

Teesing focuses on connectivity to realize ambition for growth.

Teesing has an ambitious plan: to double its annual turnover in five years. Connectivity – interlinking its various systems into a single integrated ERP solution – is a major theme in the realization of this plan. Martin Bron, Business Development Manager at Teesing, explains more.

From its offices in Rijswijk, China, Taiwan and the US, Teesing delivers high-quality connectivity solutions to clients around the globe in the medical/ pharmaceutical industry, water purification companies, the rail and automobile industries and semi-conductor and alternative fuels manufacturing. The Teesing Group has seen many past successes and is now focusing on further expansion. There is a growing divide between technology and the rest of the business, according to Martin Bron. This leaves clients wishing to make further use of the expertise on offer from their machine component suppliers, from coffee machines and train doors to filling stations for CNG (an alternative fuel) and machines to manufacture microchips for smartphones, tablets and more.

Standardized solutions

To achieve high quality and rapid delivery while maintaining an affordable price point, Teesing offers standardized solutions wherever possible. Martin Bron would characterize the past 61 years as relatively stable, although this is beginning to change as technology becomes ever more advanced and can be developed more rapidly. “Whereas technical departments would previously develop their own solutions, they are now relying more and more on our expertise,” explains Bron. “Wherever they can, companies are also looking to purchase from suppliers who take care of the administration around their deliverables as part of the service. Organizations want to focus on their core business and often prefer to farm out the administration of their technical products. This is a favorable development for us as a specialist supplier.”

Efficient collaboration

Teesing took on a new strategic direction 18 months ago: fewer ad hoc deliveries and a more structured vision. The aim was to raise income predictability and increase profit margins. To this end, a new business unit was created early this year. Teesing Systems & Engineering offers technical advice and service provision that aims to be as broad as possible to accommodate customer requirements. Efficient collaboration – making use of mutual technical knowledge and experience in all countries where Teesing has a presence – is becoming ever more important. The simple and reliable exchange of information is also crucial to this.





Teesing would ideally like all business units to use a central ERP system, providing a direct insight into operational management and allowing Teesing to respond more quickly to changing circumstances. This drive towards automation is one of Bron's major tasks.

Teesing has been working with Unit4's wholesale solution. It is highly satisfied with the product and would like to introduce it in other countries as well. The Taiwan office has been working with the ERP system from Unit4 since 2012. Teesing needed a better insight into the figures for that region to improve its decision-making, using the inter-company functionality to integrate its Taiwanese administration into the Unit4 system. The technical service provider is currently conducting the same exercise in the United States, all of which is made possible through the standard features of the ERP system that Teesing is currently running in a private cloud.

This ICT centralization has lengthened the working day for the ICT department, beginning at 2:30 am Dutch time in Taiwan and ending at 10:00 pm Dutch time in the US. An external partner monitors the systems. Bron: "The ICT environment runs well and we can guarantee decent uptime."

The move to e-commerce

Despite Teesing's focus on connectivity, many clients still place orders through traditional means such as the telephone, fax and email. Bron has expressed his surprise that senior purchasers in large client organizations still fax orders through, even though the same organization produces machines to manufacture advanced chips that make digital communication possible. In spite of this, Teesing wishes to take a step towards e-commerce; relevant information is published to clients and displayed when they log in to the website. "We realize that the next generation of purchasers will expect to place orders electronically via a web store, link, app or mobile ordering site," explains Bron. "We are currently investigating the features of different e-commerce solutions to see which one best meets our needs."

Automating the order picking process

Teesing's latest automation drive in 2013 centered on the order picking process. Martin Bron proudly explains this example of state-of-the-art automation. "Mistakes made as a result of manual order picking are unacceptable in our business, but they were still occurring. It was partly for this reason that we purchased lean lifts to help with the situation and these have replaced many of our classic rack-based warehouse setups."

The machine uses a custom link to our ERP system to pick the correct items and guide staff through the order picking process. Once an order is out for delivery, this is automatically recorded and the stock inventory is updated. Bron: "This has led to a 99% reduction in picking errors. As we have other warehouses too, including rack-based setups and custom-order products (not held in stock), the total reduction across the board was 75%. Lean lifts operate through overpressure, which allows us to store our cleanroom-packaged products more neatly. The overall number of square meters for product storage has also decreased now that storage at height is possible with the lean lifts. This level of automation meant there was no need to expand the logistics department from four FTE staff to five; the more efficient process means our output has increased

regardless. Unit4's Wholesale solution truly is a wonderful package for automating this sort of process. I have worked with a number of ERP packages in my career and I can honestly say that, if correctly implemented and used, it is the best of the bunch for us as a supplier of high-quality connectivity solutions."



About Unit4

Unit4 is a leading provider of enterprise applications empowering people in service organizations. With annual revenue north of 500M Euro and more than 4000 employees world-wide, Unit4 delivers ERP, industry-focused and best-in-class applications. Thousands of organizations from sectors including professional services, education, public services, not-for-profit, real estate, wholesale, and financial services benefit from Unit4 solutions. Unit4 is in business for people.

unit4.com

Unit4 N.V.

Stationspark 1000

3364 DA Sliedrecht, Postbus 102

3360 AC Sliedrecht, The Netherlands

T +31 (0)184 44 44 44

F +31 (0)184 44 44 45

E info.group@unit4.com

Copyright © Unit4 N.V.

All rights reserved. The information contained in this document is intended for general information only, as it is summary in nature and subject to change. Any third-party brand names and/or trademarks referenced are either registered or unregistered trademarks of their respective owners.

CS150420INT-5554