

URGENT DELIVERY REQUIRED



GOOD RESULTS VERSUS DAILY RESOURCE WITHIN BEVERAGE LOGISTICS INDUSTRY

Well-known in the north: Nordic Getränke GmbH is a network of beverage wholesalers in Northern Germany, based in Hamburg. Last year, the collaboration with ISGUS was formed. This was their introduction to ZEUS® Time & Attendance and Access Control encompassing all four locations of the Hanseatic specialist for beverage logistics.

The beverage wholesale trade is considered to be a “German invention”. It is the link between the beverage manufacturers and the end customers and therefore pure B2B business. End customers are the food trade, the catering industry and the hotel industry. Direct deliveries from breweries to consumers are rather an exception.

ZEUS® solution for 260 employees

At the close of 2015 Nordic searched for an all-encompassing Time Recording solution, as several different systems were used at all four Nordic locations. „The Nordic group consists of six companies at four different locations. There was a coexistence of divergent technologies and standards. Some of them used Time Recording of company X, others a second product of company Y and another location none at all“, explains Marcus Kuhnert, HR manager of the Nordic Getränke GmbH, the unequal requirements of the six Nordic companies, when he commenced work in 2015 and initially dealt with the conversion of SAP HR’s payroll system to P & I Loga.

The first contact was made with ISGUS in March 2016. ISGUS was able to convince the customer with a realistic offer, a feature-rich product and comprehensive project management. ISGUS was therefore best suited to the needs of Nordic Getränke GmbH, HR manager Marcus Kuhnert reveals the reasons why ISGUS ultimately won the project.

Go live at the beginning of 2017

„We started with Time & Attendance on January 1st, 2017 for 260 employees at two locations: Quandt-Schön in Mecklenburg-Vorpommern as well as Götsche and the Nordic Holding in Hamburg. Both subsidiaries also went for ZEUS® Access Control. The reason for the short-term implementation was a defective server at Quandt-Schön. With this, we were able to combine troubleshooting with the introduction of the new Time Recording“, Marcus Kuhnert outlines the project launch. The remaining locations, i.e. Esling in Grömitz and Quandt in Geesthacht, were installed in a second phase on July 1st, 2017. With this implementation there are more than 400 employees clocking via ZEUS®.

Manageable daily shifts

The Nordic Group has more than 80 shift patterns on the system. Marcus Kuhnert wanted to simplify these for his Managers: „We do not really have that many shifts! We have had to assure that the number of shifts remains assessable and to not use the system capacities at the full extent, also to make their lifes easier.“

Marcus Kuhnert states: “The real challenge within the beverage wholesale trade is that you are not a production company, therefore you cannot plan down to the smallest detail of any/all working procedures. Instead you are dependent on what the customer orders, what

you get delivered and how you can react to this as a business. In summary, reacting swiftly depends on staffing levels, how many employees you have available and current absences/holidays.“

Flexibility in seasonal business

Obviously in the summer, people tend to be very thirsty. In a short working week due to public holidays, beverages have to be delivered within four working days, instead of the usual five days. If really hot weather occurs, the drink orders reach record levels. Then the necessary manpower needs to be in the Nordic Group. „We have to react quickly when this happens, because for us top priority is: delivery to the customer, as quickly and effectively as possible“, says Marcus Kuhnert, explaining their clear priorities in the day-to-day business. It is therefore not surprising that Nordic is currently thinking about the implementation of



ISGUS sales representative Dennis Reicherseder (subsidiary Hamburg) on the left and head of human resources Marcus Kuhnert (Nordic Getränke GmbH) on the right are confident with the course of the project.

ZEUS® Staff Planning, with which you can mobilise employees with the necessary qualifications. Approximately two thirds of all Nordic employees are employed in logistics, plus 30 in sales and a small number in administration. ZEUS® creates a file, which is then imported into the P & I Loga payroll program.

In addition to the digital recording of the attendance data, the reports produced by ZEUS® are also very much appreciated by Nordic's management. „The standard questions

always asked are: How much overtime has been worked in my department this month? What is the sickness rate in my department? What is the current presence status? ZEUS® is very user-friendly“, says HR manager Marcus Kuhnert, praising the transparency and usefulness of the system.

WebWorkflow on the computer

In the Administration Department of Nordic Getränke GmbH, WebWorkflow is used to make holiday applications, or to correct missed bookings. In the Logistics Departments, employees do not usually have their own PC's and therefore receive a monthly printout together with their payslip.

Popular Group Calendar

The ZEUS® Group Calendar is becoming more and more popular at Nordic. „I believe our employees are not even aware of all the functions available, because it can also be used as a „Staff Planning light“. You can display different information within the Group Calendar, such as missed bookings, shift times and absences. The managers see the requests and can approve them“, describes Marcus Kuhnert the Group Calendar as a versatile planning tool.

Nordic is planning the introduction of further ZEUS® functions. In the very near future the „Green/Yellow/Red“ view will notify managers of their department's/ employee's current overtime status. „It is important that all departments have a clear understanding of how we manage overtime. We are redefining this internally and as soon as we have a result, the „Green/Yellow/Red“ view will be introduced“, Marcus Kuhnert outlines the next step towards more transparency. Alarm messages and filters can also be set with the planned notification function, which are then automatically sent to the department managers.



Expected relief

„We have seen that we can reduce the workload with ZEUS®. Now we can answer questions from the management or department managers at the touch of a button, before we had to assess our Excel lists. We have introduced a uniform, transparent system with ZEUS® and we are already benefiting from this“, Marcus Kuhnert draws a positive conclusion, although Nordic still has to define some details internally.

