

# ISGUS

No. 33

# News

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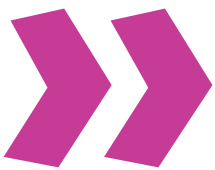
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# PREFACE



Sylvia Martin-Knoch, ISGUS Export Manager

Dear Reader,

Irrespective of whether you are a potential buyer or existing user, if your focus is clearly on a modern, up-to-date solution for Time & Attendance, Staff Planning, Access Control or Plant Data Collection, then the benefits of a truly scalable solution are invaluable.

The architecture of such a system will always adapt to the customer's requirements. ZEUS® is fully scalable and equally meets the needs of a small company with 15 employees or a multi-national with 25.000 employees.

Regardless of the size of the company and the number of employees, businesses have the same objectives for tracking their attendance and resource planning, and depending on other variables, similar security requirements. Small and large companies use the same key figures for assessing their manufacturing performance and have comparable interfaces to ERP and payroll.

The advantage of a scalable system in terms of functionality and employee numbers is obvious: with an ISGUS system, a customer never comes to a "dead end" when starting small and needing to expand their systems to meet future circumstances and requirements.

This is also relevant to technical support and services. Many ISGUS customers started small, have expanded over the years and today operate from several sites or are active across different countries.

Examples for this you will find in this edition with Nordic (Hamburg), operating 4 sites across Germany, and Dr. Schär AG, a provider of dietary food, sold across 80 countries and operating ZEUS® from their headquarters in South Tirol, as a central solution for their global subsidiaries.

Also, read about our contribution at two major sports events, this year's IAAF World Championship and Para Championship in Athletics held at the London Olympic stadium, in conjunction with the successful previous "ISGUS participation" at the Olympic and Paralympic Games 2010 - 2016.

Enjoy reading!

Yours sincerely,



# 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 Göttsche 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.



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.

It is therefore not surprising that Nordic is currently thinking about the implementation of 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.

# FROM SOUTH TIROL TO THE WORLD



## EFFICIENCY & SAFETY FOR THE PRODUCTION OF DIETARY FOODS - ZEUS® TIME RECORDING AND ACCESS CONTROL AT DR. SCHÄR AG / SPA, THE MARKET LEADER FOR SPECIAL DIETARY FOOD

Those who suffer from celiac disease or who have a celiac disease in their environment will sooner or later meet Dr. Schär, the global market leader in the field of gluten-free and medical nutrition. Dr. Schär products are currently being offered in 80 countries and help people with intolerance to gluten to gain a better quality of life. Gluten can be found in almost all varieties of cereal. Therefore celiac sufferers are limited in their choice of tolerable foods.

Thanks to Dr. Schär products people affected by glutes no longer have to forego baked goods, snacks, pizza, noodles, muesli and other cereals. Instead they can enjoy an extensive range of over 150 different products which are manufactured at production sites situated at Dr. Schär headquarters in Burgstall near Meran (Italy) in Germany (Dreihausen and Apolda), Austria (Klagenfurt), Spain (Saragossa) and in the USA (Lyndhurst and Swedesboro, NJ).

In order to fulfil the high level of quality requirements plus global standards for food safety BRC and OHSAS, it is essential to have a controlled raw material chain, clinically pure production plants and smooth production processes. Depending on the location, this is done in a three- or four-shift operation seven days a week and around the clock. One of the key factors here is optimum Staff Planning and efficient payroll calculation.

For this reason, in the development of worldwide standardisation of HR processes Dr. Schär decided to go ahead and acquire a new and central Time & Attendance system in 2014.

This was followed by a market research with an extensive evaluation of available solutions. Since all „Dr. Schär countries“ were meant to work with the new solution, a special focus was placed on the internationality of the suppliers and the localisation of the solutions. It was not just about the support of the respective national languages for the users in the foreign branches, but also about displaying legal and tariff regulations in the different countries.

With this claim Dr. Schär inevitably came in contact with ISGUS and quickly agreed that the qualities and strengths of the ZEUS® solution could be assessed



best by trialling it over a period of time. As a result, the branch in Klagenfurt, Austria, started the trial operation in February 2015, where action was urgently required because of a new acquisition - CSM Austria. CSM Austria had already used ZEUS® in the past, but this was not a decisive factor since the old system had to be replaced completely.

As there was a need for Access Control in Klagenfurt, the trial operation was extended by the integrated solution ZEUS® Access Control. With its wide range of supported reader technologies ISGUS was easily able to meet the specification requiring the use of existing transponders.

On the software side ZEUS® was installed within the computer centre at Dr. Schär headquarters in idyllic Burgstall near Merano / South Tirol, the configuration of complex working time laws and regulations in Austria was carried out by ISGUS in Villingen-Schwenningen.

At the beginning of 2015 Daniel Windmann joined Dr. Schär, taking on the responsibility for coordination of the HR systems within the Group and also responsible for the introduction of ZEUS®. Mr. Windmann remembers: „At the beginning I had completely underestimated the issue of Time Management and could not imagine that Time & Attendance could be so complex. Whilst Access Control ran smoothly from the beginning and the setup was very simple, there were a few challenges in terms of Time & Attendance to fulfil the requirements of our Austrian colleagues“.

After some changes in the software and the realisation of the payroll interface to the local payroll provider RZL, Dr. Schär is convinced to have found the right partner for the international roll-out with ISGUS.

A central project management for the entire roll-out, which was guaranteed by ISGUS and has also proven itself during the implementation at 9 locations in 6 countries, was indispensable for Dr. Schär.

Within twelve months the locations in Saragossa (Spain), Warrington (UK) and the two major production sites in Germany in Dreihausen and Apolda were equipped with ZEUS®, with the cooperation of the local ISGUS branch offices and sales & service partners. As in Austria, there have been specific requirements in each country with regard to overtime calculation, periods for averaging earnings, payroll interfaces, or very special break rules, e.g. in Spain.

At the same time, a new company building was constructed at the Burgstall headquarters as an extension to the administrative building there. As „Dr. Schär think tank“ the representative and highly modern new company centre was opened in May 2017. With 65 ISGUS access readers on the inside and outside doors ZEUS® is also used there. The „old building“ in Burgstall, where gluten-free flour and bread are produced, was also equipped with the ZEUS® Access Control system and with 30 additional terminals of the IT 4100 series.

„For me, it is very advantageous to be able to access and manage the Access Control System centrally for all employees, locations and countries. Many of our employees are often travelling to our branch offices, and the standardised transponders allow each employee on-site access after activation in the ZEUS® Security Lock Plan, with just a couple of clicks“, explains Daniel Windmann.

Last but not least the system was implemented at Dr. Schär Medical Nutrition in Rosbach (Hesse) as the last location in Germany. Dr. Schär has been developing new types of dietary food there since 2012 and has specialised in the development and production of medical food for patients with congenital metabolic disorders.

„The fact that we can access all data for all countries through a single access, and following the same logic, makes our work so much easier. Moreover, the division of the system into different subsystems ensures that the colleagues in branch offices can only see and correct their own employees“, Daniel Windmann continues.

„The internationality of ISGUS was the decisive factor for us, in order to ensure the local systems in terms of installation, commissioning and maintenance, and the fact that with ISGUS we have found a supplier, which offers everything from one single source - hardware, software and above all the necessary advice and support on the implementation“, added Christian Franzelin, IT Director at Dr. Schär.



**Dr Schär**  
Innovating special nutrition

# INTERNATIONAL PROJECT COMPETENCY



Recently the two American production sites in Lyndhurst and Swedesboro (New Jersey) have been equipped with ZEUS®. Due to the long-standing ISGUS presence in the USA and appropriate experience with the American employment laws, this subproject was also successfully completed.

Then there will be 900 employees at Dr. Schär, clocking their presence via the central ZEUS® system in South Tirol and open their doors in increasing numbers with food allergies showing an increasing trend, the Dr. Schär Group will continue to show sustainable growth.



## These ISGUS Partners contributed to the successful project

### » ISGUS Spain & Portugal:

Elo sistemas de informacao lda., Vilar do Pinheiro

### » ISGUS Italy:

Zoeschg GmbH - srl, Meran

### » ISGUS Austria:

ISGUS GmbH, A-Vienna

### » ISGUS USA:

ISGUS America LLC, Verona (NJ)

### » ISGUS Great Britain:

ISGUS UK, GB-Swindon, Wiltshire

### » ISGUS Germany:

ISGUS Vertriebs GmbH, Erfurt

ISGUS Vertriebs GmbH, Frankfurt

ISGUS GmbH, Villingen-Schwenningen

Dr. Schär AG / SPA became an absolute market leader following its foundation in 1920 by the Innsbruck doctor Dr. Anton Schär. This has inspired a pioneering spirit, the highest quality demands and a special trust relationship with employees and partners. This proved enormously beneficial to the smooth running of the project.

„The cooperation with ISGUS is very good and we felt like we were in good hands throughout every stage of this project“, summarises Daniel Windmann. „And in turn we are very proud to rank Dr. Schär amongst our many satisfied customers“, added Sylvia Martin-Knoch, Export Manager at ISGUS.

Daniel Windmann, Project Manager Dr. Schär (left) and ISGUS Export Manager Sylvia Martin-Knoch (right) are more than happy with the cooperation.



# ZEUS® APP FOR INCREASED HEALTH & SAFETY



## NEW FIRE ROLL CALL APP PROVIDES ADDITIONAL SECURITY

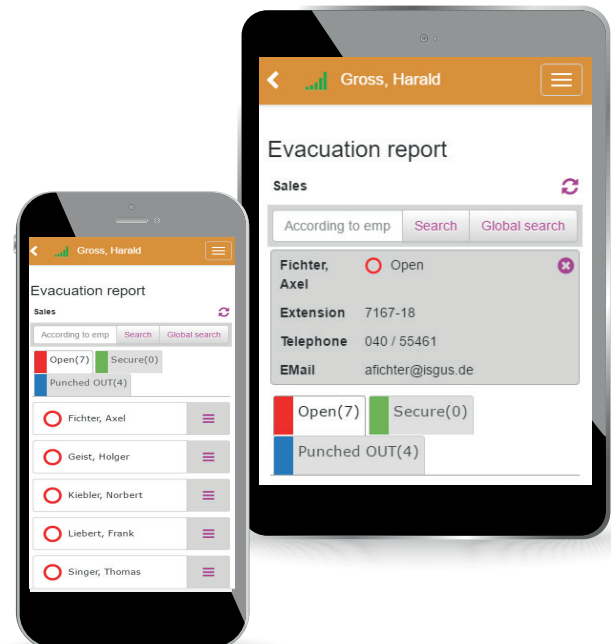
ZEUS® X mobile is the ideal solution for mobile clocking and employee-self-service en route, checking accounts and approving your employees' absence requests. Now the ZEUS® X mobile app has been expanded.

### Meeting the expectations of our customers

Health & Safety is mandatory and of vital importance across all types of industry in today's world and our customers' current expectations are for a Fire Roll Call function built into their Time & Attendance solution. To overcome the disadvantages of previously used paper-based reports such as paper jams or print-outs taking too long e.g. for larger organizations, a Roll Call feature for ZEUS® X is now available in the form of an App for iOS (iPhone and iPad), Android and Windows smart phones.

### Safety with the ZEUS® X Roll Call App

The ISGUS Roll Call App is an extension of the proven ZEUS® X mobile App for mobile clocking and employee-self-service. With the Roll Call App, the fire officers in charge can easily view from their mobile phones who was present in the building at the moment of the fire alarm sounding, and tick off employees turning up at their assembly point.



### Ease of use

Various filters and search functions allow a quick and colour-coded overview of employees being "open" (not yet seen at the assembly point), "secure" (arrived at the assembly point and ticked off) or "punched out" (absent at the moment of the fire). A notepad function completes the new ISGUS fire Roll Call App, allowing to add a comment for each person.

# IAAF WORLD CHAMPIONSHIP IN ATHLETICS 2017 IN LONDON



## VINCI FACILITIES SUPPORTED BY ZEUS®

In line with the successful ISGUS presence at the Olympic & Paralympic Games 2010 - 2016 in form of security for the German Houses in Vancouver, London, Sochi and Rio de Janeiro, this year's major sports events with "ISGUS participation" were the IAAF World Championship and Para Championship in Athletics held at the London stadium.

VINCI Concessions is the leading European operator of major sports and concert arenas. In addition to the Queen Elizabeth Olympic Park, its network includes the Stade de France in Paris, the Allianz Riviera in Nice, the New Bordeaux Stadium and the MM Arena in Le Mans.

As the centrepiece of the London Olympics 2012, the London Stadium hosted spectacular opening and closing ceremonies and saw some of Britain's most memorable sporting events. Today sport fans, music lovers and London 2012 enthusiasts are able to explore the venue once again.

This year the London Stadium hosted the sports highlight for everybody interested in athletics - the IAAF World Championships from August 4th to 13th, and the World Para Athletics Championships from July 14th to 23rd. Sebastian Coe, the president of the IAAF described the IAAF World Cup "as the most compelling and competitive championships of all time", watched by millions of spectators in the stadium and on TV.

VINCI Facilities were in charge of all Hard and soft facilities management services to support the event including cleaning and waste management



IT 8200 PORTABLE



IT 8200 FP

DESIGN AWARDS  
IT 8200 SERIES





In May this year, VINCI took the decision to replace their previous manual staff tracking consisting of timesheet and paper logbooks by a modern and automated Time & Attendance solution. Their objective was a reliable and gapless daily logging of all staff being on site, for evaluation and reconciliation at the end of the event. The new system was expected to be reliable and very flexible to cater for the irregular work shifts 24/7 for the entire staff.

No doubt the system had to be very easy to use for both employees and supervisors, allowing the VINCI staff to concentrate on their very own tasks, running the stadium during the Athletics World Cup with over 300.000 spectators during the 10 competition days.

Upon recommendation by the central VINCI Facilities buyer, VINCI opted for ISGUS ZEUS®/eAttendance Manager offered by STANLEY Security, who were already known to the Vinci corporate purchasing, based on previous projects with security products.

One of the key factors for the decision for ZEUS®/eAttendance Manager was the Software as a Service option, allowing to host the system at the ISGUS data centre, as VINCI did not want to further burden their IT infrastructure and resources on site.

Also the time factor was an important element, as the World Para Athletics Championships already opened on July 14th and the system was supposed to be fully operational by then.

“We also liked the fact that STANLEY/ISGUS offered us a portable unit for clocking, which could be used as an alternative login unit in the arena, where there is no network available. Communication to the host system at the ISGUS data centre via the mobile radio network (4G/LTD) worked out really well”, states Daniel Wilkinson, the Senior Quantity Surveyor at VINCI Facilities, who accompanied the system introduction from the beginning.



Olympic Stadium in London

» **Software:**  
ZEUS® X SaaS for 200 employees  
Group diary, E-mail reports, Bradford factor reporting

» **Hardware:**  
Terminals IT 8200 FP PAC and  
IT 8200 FP Portable

IT 8200 for wireless communication with the ISGUS data centre.

“Our staff got quickly familiar with the handling on the login terminals and liked the concept of fingerprint clocking; however some staff in the beginning were confused by terminal messages such as “see supervisor”, informing about a previously missed clocking. All together the STANLEY team was very supportive, and initial difficulties e.g. with our firewall, were resolved quickly”, Daniel resumes.

The next upcoming events at the London stadium will be football, rugby and concert events. No doubt ZEUS®/eAttendance Manager will continue making the VINCI Managers’ lives easier, e.g. using the Group diary, giving an instant overview about planned and future shifts, or planned absences of their staff, and make sure the VINCI workforce will be accurately compensated after each event.

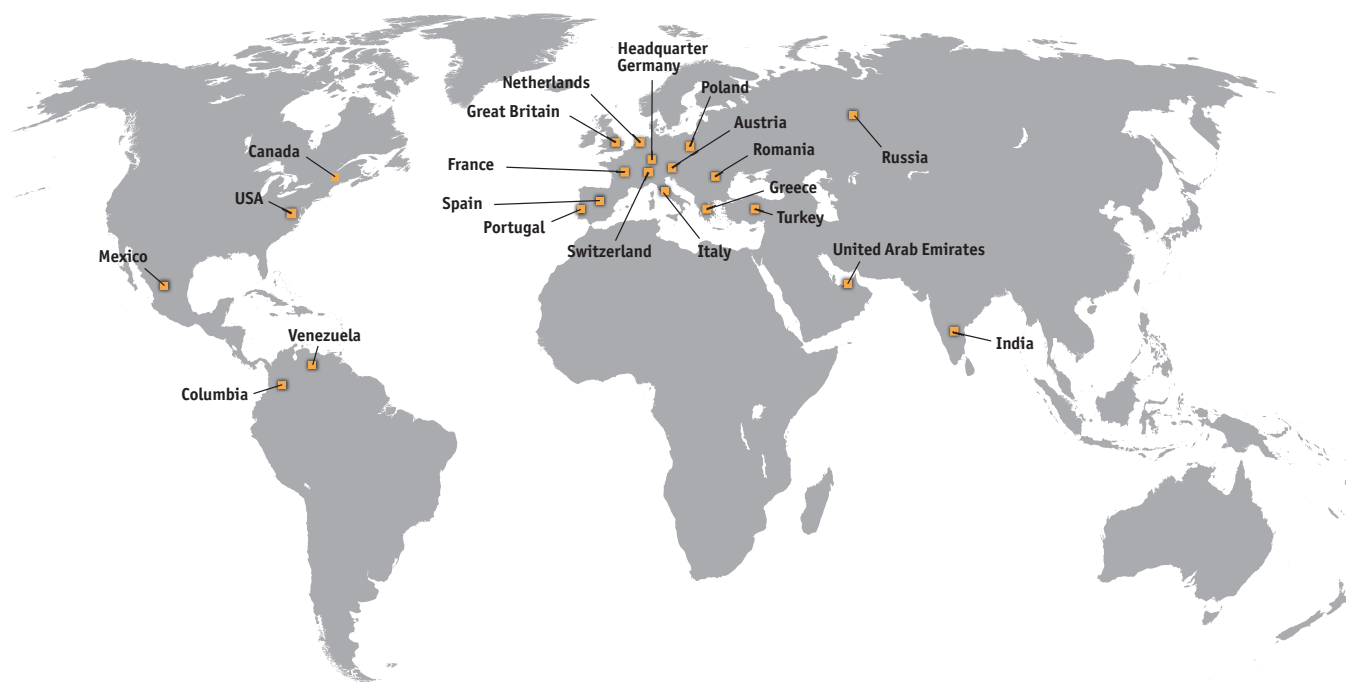
**STANLEY**  
Security

 **ZEUS®**  
eXperience

## ISGUS - AS INTERNATIONAL AS ITS CUSTOMERS AND ITS SOLUTIONS

ISGUS with its close net of distribution partners, its entirely customer orientated and excellent service and training concepts, is your strong and reliable partner now and in the future.

Benefit from our longstanding experience resulting from over 14,000 installations worldwide.



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