

“ MAUSER’s goal is to expand our business while producing products that are sustainable and help to make a better world. Upgrading our QAD ERP solution has helped turn this goal into a reality.

Dr. Bernhard Rohde, Global CIO, MAUSER



CUSTOMER CASE STUDY  
**MAUSER**

HIGHLIGHTS	
<b>Company</b>	MAUSER Group
<b>Headquarters</b>	Brühl, Germany
<b>Industry</b>	Industrial Packaging Manufacturing & Reconditioning
<b>Products</b>	Plastic, steel and fiber containers; reconditioning services; equipment sales
<b>Solutions Utilized</b>	QAD Enterprise Applications Enterprise Edition

## ECO-FRIENDLY PACKAGING MANUFACTURER PREPARES FOR GROWTH WITH ERP SOLUTION UPGRADE

### THE COMPANY: MAUSER

MAUSER is a worldwide leading producer of industrial packaging. They manufacture and recondition a wide range of plastic, steel and fiber containers including drums, injection-molded 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 their global presence and reconditioning business. They have:

- More than EUR 1 billion revenue
- 4,400 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. They also have 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. They realized an upgrade of their current system was needed to maximize their effectiveness and put them in the best possible position as they implement their “buy and build” plans.

“We believe all things have a life cycle, including our ERP system. We need our financial and planning systems to stay ahead of the curve,” comments Dr. Bernhard Rohde, Global CIO at MAUSER.

### THE SOLUTION: THOUGHTFUL DESIGN AND TESTING MAKE FOR A SUCCESSFUL UPGRADE

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

### MAUSER 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
- Optimized 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.

## MAUSER 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
- Cleanup and standardization of existing processes including data structures in accounting, master data, and harmonized customer, supplier and item numbers
- Easier ERP maintenance through reduction of customizations
- 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 internationalization 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 standardization efforts to harmonize 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 is fully prepared for the general switch to the Single Euro Payments Area (SEPA) bank transaction required in Europe.

The new user interface has gotten great 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.

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

[Dr. Bernhard Rohde, Global CIO, MAUSER](#)



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,” notes Dr. Rohde with pride. “Standardization 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 customizations are needed, and the greater transparency on freight costs has already allowed us to save money and be more efficient.”

According to MAUSER, they have seen a 20 percent improvement in reporting, and they won QAD’s Visionary Award for record implementation.

“We can now more effectively manage the supply chain, especially transport of goods to customers,” Rohde adds. “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.”

“We are now ahead of the curve with this upgrade and well prepared for the future.

Dr. Bernhard Rohde, Global CIO, Mauser



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