

One integrated ERP platform for customers and suppliers



40,000 officers suited and booted thanks to Microsoft Dynamics™ AX.

Common Basic Platform

Hessenatie Logistics, which provides value-added logistics and supply chain services, has been working with Avanade since 2003. Together the companies created HL Ware, a unique ERP platform.

The logistic service provider had decided to expand its range of services and to evolve from a standard supplier of storage and transport services into a service provider. This would enable the company to optimize the complete supply chain of its customers across various distribution centers and legal entities.

Hessenatie Logistics partnered with Avanade for the development of a unique Microsoft Dynamics™ AX ERP platform. The intention was to offer the *principals*, the customers of Hessenatie Logistics, a platform to manage their entire supply chain.

HL Ware is based on Microsoft Dynamics AX, with a number of customisations specific for Hessenatie's requirements. The solution is such that it can easily be extended to accommodate a new customer or principal.

The principals have immediate, secured access to the information they require from order management right through to invoicing.

What makes HL Ware so unique is not only the wide range of logistic and warehouse processes it supports, but the fact that it also allows Hessenatie Logistics to optimize its logistic across multiple principals at the same time.

HL Ware Today

HL Ware is now a fully integrated ERP platform that allows the principals of Hessenatie Logistics to manage their entire supply chain completely transparently for the different players in the chain, such as their customers and suppliers. Within this chain, logistic services can be carried out, either fully or partially, by both Hessenatie Logistics and by the principal's own employees. HL Ware gives multiple principals secure access in real time to information about completed transactions; whether related to orders, stock changes, transport orders or even invoicing.

Principals can choose the extent of involvement from Hessenatie Logistics. The *5-S model* offers five possible levels of service: *Store, Serve, Source, Sell and Supply*, each with a high or low level of involvement regarding inbound or outbound logistics and distribution.

One of Hessenatie's principals, the Federal Police of Belgium, has been provided with a full 5-S integration, in which the ERP platform integrates order management (OMS), warehouse management (WMS) and transport management (TMS) functionalities.

"With the help of Avanade and Microsoft Dynamics AX we succeeded in positioning Hessenatie Logistics as a unique supplier of logistic services. Avanade's industry-specific expertise and the Microsoft Dynamics AX platform are crucial factors in supporting our strategic objective to offer integrated supply chain solutions. In addition, Microsoft Dynamics AX allows our internal teams to be self-sufficient in managing and optimising the supply chains of new customers, without intervention from Avanade. This results in a positive impact on our customer service and total cost of ownership."

—Bob Van Steenweghen
*Sales and Marketing
Hessenatie Logistics NV*

Integration of 40 logistic flows

The main challenge of the logistic project for basic equipment for the Federal Police was the need for a fully integrated management platform that provides support for the management of uniforms. The uniform items can be ordered online from the central distribution centre or purchased from the shop in Brussels. The officers' orders are grouped per delivery unit and placed in the order module by the 1,200 logistic managers.

The project was made all the more complex by the request of the Federal Police for specific value-added services, including the complete integration of approximately 40 logistic flows, such as the flow for special sizes and name badges in HL Ware, integration of the returns flow in the order module, integration and delivery of three point-of-sale workstations at the sales point in Brussels, as well as, integration of a points management system in the order module for the local police.

In addition, it had to be possible to import the existing data relating to products, purchase orders, points consumption and contracts for all uniforms.

Fast delivery and flexibility

A major challenge during the project was the objective to complete the entire implementation within the specified turnaround time of 14 months. In addition, manuals for the end users had to be written in time for implementation. "This made the whole operation quite a complex business", says Kathleen Olbrechts, project manager at Hessianat Logistics. "This is why we started working on the e-learning module and creating the user manuals during the development phase."

Key Benefits

- Integration of more than 40 forward and reverse logistic flows, including the make-to-order flows
- Integration and synchronization of the shop's point-of-sale system in the ERP system; shop staff can capture orders directly in HL Ware simply and conveniently via touch screens and, therefore, have real-time access to stock
- Development of unified platform that allows all logistic managers at the police (both centralized and decentralized and in the shop) and staff at Hessianat Logistics to follow the entire supply chain
- Development and integration of points management in the order module
- Integration of existing product and order data

"We undertook to complete the entire project within the short turnaround time of 14 months — and we succeeded! HL Ware, the integrated logistics management platform we developed with Avanade, has already proven its ability to seamlessly manage similarly complex processes. For the Federal Police, we jointly succeeded in seamlessly integrating forty or so individual logistic flows and developing specific new functionalities tailored to the customer's requirements."

— Kathleen Olbrechts
Project Manager
Hessianat Logistics

Expansion based on Microsoft Dynamics AX

In order to implement the Federal Police project, Avanade expanded on HL Ware and, therefore, on Microsoft Dynamics AX.

The object-oriented ERP application was modified and extended by Avanade in accordance with the requirements of Hessenatie Logistics and the Federal Police. The platform combines streamlining various business processes, such as procurement, stock management, distribution and invoicing, with a high level of user convenience.

As a result of the flexibility offered by Microsoft Dynamics AX, Avanade was able to develop and seamlessly integrate a number of new applications and functionalities for the Federal Police project. These included an order portal and a point-of-sale application.

Frank Westelinck, project manager at Avanade said, "the link with Microsoft BizTalk® Server, as developed at Hessenatie Logistics, also makes it possible to manage the different business processes in and between various organisations and locations. To achieve this, a company can integrate applications and information flows in a simple manner in order to establish safe and reliable trading relationships with customers and partners via the internet. The different principals who use the HL Ware platform, therefore, benefit from the investments and developments made for other principals."

Results Realized

The entire logistics chain of the Federal Police was streamlined: from storage and handling, cross docking, processing of returns, forecasting and stock management to transport and distribution at every department level. This enables a better service to be provided to the officers.

The new system also results in simple and transparent cost allocation. Delivery deadlines are shortened, inventory costs are reduced and it is easier to keep track of the available budgets per officer.

The success of the project for the Federal Police lies in the combination of a number of key elements:

- The integrated *multi-principal* management platform HL Ware
- The performance tools for document management and reporting and the user training offered
- The collaborative aspect of the solution offered that ensures the Federal Police makes its own active contribution on the ERP platform
- The smooth and open collaboration between the different parties.

About Hessenatie Logistics

Hessenatie Logistics offers value-added logistics and integrated supply chain solutions for its customers. Its services include audits and analyses, and the management and optimisation of company supply chains. In addition, Hessenatie Logistics owns 130,000m² of fully racked storage capacity, suitable for various types of goods, including consumer goods, fresh produce, dangerous items and sterile products.

Around 230 specialists apply their experience and expertise in the area of storage, transport, custom duties and shipment management for the benefit of the customers.

In 2009, Hessenatie Logistics generated a turnover of more than €25 million.



About Avanade

Avanade provides business technology services that connect insight, innovation and expertise in Microsoft® technologies to help customers realise results. For more information, visit www.avanade.com

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Americas

Seattle
Phone +1 206 239 5600
America@avanade.com

Europe

London
Phone +44 0 20 7025 1000
Europe@avanade.com

Asia-Pacific

Sydney
Phone +612 9005 5900
AsiaPac@avanade.com

Latin America

Sao Paulo
Phone +55 (11) 5188 3000
latinamerica@avanade.com

