



CASE STUDY

Encory gets its eco-friendly business off to an innovative start with the best tools for its employees

Prioritizing a modern workplace experience to attract top talent from day one.

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Business situation A new venture takes the right approach

Encory may be a young company, but it's already well ahead of the game in terms of technology and vision. Launched as an equal joint venture of BMW Group and ALBA Group, the Germany-based organization develops logistics and consulting solutions for reusing and remanufacturing auto parts. Currently working with BMW Group, Encory manages the entire reverse-logistics process of collecting, identifying and sorting returned parts from dealerships and manufacturing facilities. Remanufactured parts have the quality and warranty levels of new ones but are typically a more economical alternative for replacements. Parts that can't be remanufactured are properly recycled.

Besides the economic benefits, there is also a significant ecological benefit attributed to the reuse of auto parts. For example, the remanufacturing of a single engine saves nearly 150 kg of CO₂ from making its way into the Earth's atmosphere. "Now that companies are being more careful about not wasting energy and materials, reverse logistics is

continuously seen as more important," explains Marco Scherb, Encory's director of information management. "Especially in Europe, we care very much about what's happening to the environment."

It's a real win-win-win for Encory employees, its customers and our planet.

Considerations about Encory's IT infrastructure were a major factor in its formation in late 2016. With its business model in place, BMW and ALBA Group wanted to quickly spin up an operation that wouldn't be slowed or complicated by the existing IT processes and regulations of the two much larger companies. Both wanted the ability to remain nimble and implement systems as needed to support their goals. So, rather than creating a new division of either organization, Encory was born.

With a clean slate, Encory's leadership wanted to build its technological foundation on the best, most-scalable cloud platform on the market, one that could be implemented and customized quickly and easily without the limitations of physical infrastructure. Additionally, it wanted to attract and retain talented

employees who could be empowered and engaged to help build an exciting new operation from the ground up. To do this, the company set out to create an innovative, modern workplace experience with the tools in place for success. Encory approached its early days with the philosophy that doing it right from the start means avoiding problems in the future. Needless to say, it's a smart way of thinking.

Solution Building a platform that grows with the business

The company found what it was looking for in the Microsoft Dynamics 365 for Finance and Operations platform, which offers a complete range of integrated solutions and cloud capabilities. Starting from scratch, the priority was getting an ERP system in place to manage operations across the business, so Encory tapped Avanade to implement the Dynamics 365 platform. "We needed to connect and run warehouses in six or seven different countries at once, so we needed a system that was capable of an international rollout," says Scherb. "We looked at multiple platforms, but Dynamics 365 was by far the most flexible for what we needed." Avanade's extensive automotive industry experience and

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ability to get the project completed quickly made it the ideal partnership for both companies. Together, we hit the ground running.

The project team began by identifying the most critical processes that would need to be supported by the Dynamics 365 platform. As a new company, getting the sales and finance departments up and running was the obvious place to start. This was completed in less than four months, and the solution could quickly be used to manage invoices and collect payments. Subsequent phases of the rollout evolved – as needed – from there. The platform now includes modules for procurement, logistics and warehouse management, and has been integrated with Dynamics 365 CRM and Microsoft Office 365.

Results A bright future ahead

Since implementing Dynamics 365, Encory has experienced accelerated growth. With it, the company now has a cost-efficient, highly responsive and evergreen workplace platform that offers the agility and freedom it needs to respond to changing market conditions and offer new solutions to consumers. But the real key to Encory's success is the importance it places on its people. It understands that combining the right technology, operations and employee experience will drive efficiency and productivity, and will help define its workplace as a creator of sustainable business value. Going forward, Encory has big plans to expand its environmentally and cost-friendly operations into new markets. As its trusted adviser and partner, Avanade is excited to be along for the ride.

About Encory

Encory is a 50-50 joint venture of BMW Group and ALBA Group, committed to developing interrelated logistics and consulting solutions in the field of reusing and remanufacturing automotive parts. For more information, visit www.encyory.com or get directly in touch at businessdevelopment@encyory.com.

About Avanade

Avanade is the leading provider of innovative digital and cloud services, business solutions and design-led experiences on the Microsoft ecosystem. With 36,000 professionals in 24 countries, we are the power behind the Accenture Microsoft Business Group, helping companies to engage customers, empower employees, optimize operations and transform products, leveraging the Microsoft platform. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at www.avanade.com

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