

INFORTEC



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Colophon

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IT Innovation Prize 2009: Top position for ORTEC LEO

At this year's IT Innovation Award Ceremony for SME's, held in Hannover, ORTEC gained a place among the top 20 IT solutions with ORTEC's Logistics Execution Optimization Solution (ORTEC LEO). ORTEC LEO is ORTEC's smart route scheduling and load optimization solution for distribution and production companies running SAP.

"ORTEC, one of SAP's software and service partners, succeeds in combining the specific individual scheduling processes and requirements with the need for integrated and standardized process optimization in SAP ERP. This leads to an increase in supply chain efficiency and a visible reduction of logistical costs with 7% to 10%", says Stefan Althoff, the responsible Product Manager at ORTEC.



How can business leaders encourage innovation? How is it possible to create a culture of innovation within the workplace? How do you progress from ideas to insight to innovation? These are the questions, with which we find ourselves preoccupied at ORTEC. Yes, we innovate, but there is always more to innovation than meets the eye.

During an economic down-turn, business optimization can be extremely valuable. Indeed, a recession may even help businesses to develop the insight needed to fuel innovative decision-making (see page 4 for more details on this topic). Despite the economic climate, ORTEC clients are not only surviving by using our optimization techniques, but they are thriving. One of the best examples given in this InfORTEC edition is about ORTEC customer Van Maanen. Out of 200,000 European transport companies, the Dutch company Van Maanen was named European Transport Company of the Year. Furthermore, our clients in the Healthcare industry are still going strong. Last year one of the largest homecare organizations in Belgium, the White-Yellow Cross, chose to work with us. You can read their story on pages 14 and 15.

Moreover, we have other interesting success stories to share. In the Oil and Gas Industry, SHV Gas in France selected ORTEC to align and standardize its distribution processes. Using ORTEC's solution, SHV Gas aims to reduce its distribution costs by at least 10%. Despite the impact of the economic crisis, companies are still choosing to invest in innovation and optimization. They do so with great results and with good reason. Recently one of our solutions was listed in the Top 20 IT Innovation solutions 2009 (see on this page). At ORTEC we are keen to develop real, innovative solutions for practical challenges, as you can read on the solutions pages nr. 24 and 25.

Be inspired to innovate your business and enjoy reading our magazine.

Aart van Beuzekom, CEO

ORTEC welcomes 50th retail customer

TransGourmet, the food service company owned by Coop and Rewe, has chosen ORTEC's Advanced Planning Software (APS) for the scheduling of its fleet of 700 vehicles to deliver its products to more than 60,000 customers all over France.

This new business marks ORTEC's 50th customer in the retail industry and adds another leading name to a list which includes Royal Ahold, Carrefour, Casino, Lidl, A.S. Watson, DIA, C&A and SPAR.

"All these retail companies rely on ORTEC to optimize their supply chains: from network design, transportation planning, real-time dispatch to trailer

building and intelligent palletising", explains ORTEC's Vice President of Business Strategy Michael van Duijn. "There are many areas in which our APS (which are based on NAVTEQ's digital map data) can be leveraged to support our retail customers. But what we are most proud of are the significant savings reported by our customers."

As NAVTEQ offers worldwide coverage, ORTEC can fully expand its vehicle routing and dispatch operations across the globe. Existing customers can also now use the company's solutions for an ever growing list of countries - which in turn generates a higher return on investment.

The Value of Optimization in Economic Down-Turn



*Written by John Poppelaars,
Principal Consultant ORTEC*

*Visit his blog at:
john-poppelaars.blogspot.com*

With the current economical developments in which governments have spent billions to save banks and car manufacturers from bankruptcy, many companies struggle to survive. Companies facing severe drops in revenues need to take decisions fast. In such a situation, it is very tempting to just focus on cost cutting, but the real challenge is to find a strategy that preserves long term profitability, but assures short term continuity.

Focus on Long and Short Term

As Michael Porter said on the INSEAD Knowledge Forum at the end of last year, a period of economic downturn requires the right management focus on short and mid term developments to deliver the company's required performance and sustainability. However, it does also create opportunities for future positioning and results. Operations Research supports management to find the strategy to accomplish that, combining long and short term objectives.

Creating a Model

The essence of Operations Research is to model reality using a quantitative description and deploy it to identify viable solution directions. It creates the insight required to identify to the best possible decision. More importantly, a mathematical model enables the identification of factors that influence the decision to be taken and their impact. Through sensitivity analysis the real bottlenecks of a supply chain or process can be found. Using scenario analysis, the model allows you to identify how decisions are influenced by all kinds of future developments, supporting the construction of fact based and robust strategies.

TNT Express GO Initiative

The TNT Express "GO Initiative" is a perfect example of how Operations Research supports short term continuity, preserves midterm capabilities and creates opportunities to expand your current business.

For the short term, TNT focuses on productivity and agility. On a day to day basis, the available workforce in hubs and depots are constantly balanced with the required amount of work, using forecasting and manpower planning

models. For the pickup and delivery process, the routes of the vehicles are being optimized using a dynamic routing approach. Parts of the routes are reassigned to balance workload across the vehicles, minimizing the required total number of routes. In the air and road networks, the utilization of movements is optimized. Together, these short term models deliver TNT Express the agility to adapt its day to day operation to ongoing volume decreases while saving millions in cost.

new opportunities for both TNT and its customers.

Agility

Operations Research not only has added value in cost optimization or right sizing. The fluctuations in volume, depending on the economic developments, require TNT Express to become a more agile company, like ASML. ASML, the world largest wafer stepper manufacturer, has volume



Such a new strategy could require another supply chain design and a different operational process

Reorganizing the Supply Chain

Also TNT's customers are hit by the economic downturn and are being forced to rethink their supply chain. Demand has become more and more unpredictable, forcing many companies from a 'make-to-stock' to a 'make-to-order' strategy. Such a new strategy could require another supply chain design and a different operational process. Together with ORTEC, TNT now is able to show new ways of organizing the customer's supply chain. With our models and expertise, different designs are generated and evaluated, leading to new robust ways to reorganize the supply chain, creating

fluctuations of 70%-80% within the semiconductor business cycle of 4-5 years. They still survive, and in fact do very well, because they created a very agile organization which can cope with these volume fluctuations. Operations Research is an essential methodology in that process.

The above examples show the strength of Operations Research and the value it can create for any company. At present, it enables board members to identify the right strategy to survive the economic downturn, become agile and on top of that, create opportunities for future positioning. ■

Leaf International realizes 8% cost reduction with ORTEC's Network Optimization Project

Leaf International, one of the leading European confectionery producers, whose brands include Red Band and Venco, has optimized its distribution network in the Benelux with ORTEC. With the use of ORTEC's Network Optimization Solution, Leaf has been able to reduce its total cost with at least 8%, including 10% in transportation costs and an estimated 5% in inventory costs.



“Together with Leaf we first looked at the benefits of merging the distribution centers”, says Jan Maenhout, Project Manager at ORTEC. At present, Leaf has three DC’s in the Benelux and one in Germany. The logistics processes for three of these DC’s are outsourced to Logistics Service Providers (LSPs). “After calculating the optimum locations

for the DC’s, we approached various LSPs in the region and asked them for a proposal. We looked at a number of different scenarios. For Germany, we reached the conclusion that a considerable amount of money could be saved, mainly because it is a display market.”

Two flows merged into one

Marc Toussaint, Leaf Logistics Director explains: “The products for the German market are being transported from the factory in Turnhout (Belgium) to a co-packer in Mol (Belgium), where they are being packed in displays. By transporting them directly from Turnhout to Germany, and moving the packing of the displays closer to the customer, we are actually merging two flows into one, eliminating unnecessary transportation and costs.”



“This is the perfect timing to introduce changes and look at possibilities for cutting expenses”

Marc Toussaint

Perfect Timing for Changes

As a result of the reorganization of the packing activities for the German market, Leaf had to switch providers to offer their best price for the various activities. In addition to the transportation cost reduction, this change is estimated to lead to additional savings of 6%. “This is the perfect timing to introduce changes and look at possibilities for cutting expenses”, says Marc Toussaint. “The economic crisis has put pressure on the LSP’s, which is in our favor. We are in a position to select the best player, the lowest price, etc. On the other hand, we don’t want our LSP’s to operate at a loss. As a manufacturer, we also feel the pressure, but the effects are limited. Our production has remained almost unchanged.” ORTEC’s software is expected to be implemented in 3 to 9 months. “But we expect noticeable results within three to four months”, says Toussaint.

Improvements on a European Level

A similar project is planned for the near future. “We would like to do the same thing we did with ORTEC in the Benelux for Scandinavia”, Marc Toussaint says. “In Scandinavia, we also have 3 factories and 4 warehouses. We want to find out if these warehouses are at the right location and whether we really need all four of them. We also hope to gain more insight and better overview internationally. Regardless of whether this results in cost savings, there will still be benefits, which is highly valuable for companies, simply because it forces them to evaluate their logistics flow.”

Savings Leaf Network Optimization

- A reduction of more than 10% in transportation costs and an estimated 5% reduction in inventory costs
- 6% reduction of distribution costs as a result of the selection of another Logistics Service Provider (LSP) in Germany
- Less time spent on loading and unloading
- Products available on the market sooner
- Less mileage with as a result lower emissions
- More insight and comprehensive overview of the logistics network

About Leaf International

- One of the largest confectionery producers in Europe, with well-known candy brands such as Red Band, Venco, Sportlife, King, Läkerol, Jenkki, Malaco and Saila
- 2,500 employees in Europe
- Leaf outsources 70-80% of its logistics activities
- Locations in Belgium, The Netherlands, Germany, Denmark, Sweden, Finland, Italy, Norway and Slovakia
- 10 distribution centers in Europe, four of which are located in the Benelux and Germany
- € 550 Million (\$ 813 Million) turnover
- Uses 6 LSP’s throughout Europe

“ORTEC Provides Michelin with the Necessary Tools to Optimize its Distribution Operations”



Michelin is committed to serving its 60,000 customers – specialized dealers, franchises, and garages operating in the replacement market all throughout Europe – with next-day delivery. “Optimizing our distribution operations, challenging our transportation providers and reducing costs – those are the challenges for Michelin’s European Logistics division,” explains Michelin’s European Purchasing Director Gérald Bourlon. “ORTEC Shortrec, ORTEC’s Vehicle Routing and Dispatch Solution, helps us meet those challenges.”

Strategic Tool

Michelin uses ORTEC Shortrec as a strategic tool to assess the relevance and effectiveness of its transportation providers’ tenders in terms of feasibility and cost. Taking into account a wide variety of data and restrictions, the tool provides scenarios that are being used as a reference to assess the current transportation schedules or those proposed by providers or partners.

Why ORTEC's Solution?

"We have chosen ORTEC's Vehicle Routing and Dispatch Solution because, in addition to its calculation performance, it perfectly matches our needs. The tool allows us to closely model the situation at every site we choose to analyze," says Analyst Sébastien Questel. "ORTEC's system takes into account a variety of data and restrictions, for example customer restrictions, the types of vehicles used, the hours and fees of the drivers, and so forth. This is really the tool we have been waiting for. Michelin was in need of an automated support tool to help implement the recommendations and back them up with exact numbers."

Time Savings

In addition, the results achieved by ORTEC's operational system have already facilitated the selection process for Michelin. Questel adds: "At our site in The Netherlands, the software has allowed us to implement dedicated deliveries that are much more cost-effective. We have saved approximately 5% in time, the distance driven and the number of vehicles used."

€ 2 Million in Savings

Michelin estimates that strategic analysis conducted using ORTEC Shortrec has resulted in an average cost savings of 2%, which equates to

a minimum of € 2 million. In addition, Michelin has already noticed that additional time and resources have become available for operations.

"A Solution in Line with our Objectives"

"We used to create our own strategic transportation plans using MS Excel, and although the results were reasonably satisfying, the system wasn't adequate for use in manufacturing environments", Gérald Bourlon explains. "That realization led us to search for a more sophisticated software solution more in line with our objectives". ORTEC's Solution currently offers:

- An increased level of detail and reliable results
- A larger number of analyzed scenarios
- Faster execution

Future Plans

"We intend to optimize our upstream distribution processes," says Bourlon. "By this we mean deliveries to our general stores, the distribution of raw materials and components between our various manufacturing facilities, and the delivery of supplies to our automobile manufacturer clients. In addition, we are considering implementing ORTEC's Vehicle Routing Software at several of our warehouses." ■



Established Savings

ORTEC's Vehicle Routing and Dispatch Solution allows Michelin to achieve the following results:

- 5% reduction in time/kilometers and the number of vehicles in use
- 2 Million Euros in savings because of strategic analysis at a European level
- More time and resources available for planning and scheduling operation
- Realistic and optimized recommendations based on relevant data

About Michelin

- Leading global manufacturer of original equipment and replacement tires
- Operates 68 production sites in 19 countries and 30 general stores
- 60,000 customers
- Number of deliveries: 12,000 to 30,000 per day throughout Europe
- Customers include automobile manufacturers, specialized dealers such as Euromaster, garages, and franchises

Column

Prof. Goos Kant



Crisis Calls For Innovation

Much has been written about the economic crisis and its many whims. Very few dare say how big the pinch will be, how long the recession will last, or what it exactly means for the logistics industry. Luckily, there are still people and companies out there who see the crisis as an opportunity instead of a threat. ORTEC is definitely one of those companies, who recognize that the crisis calls for innovation. Now the main question is: "How should a company innovate in times like these? The following steps might help you find an answer to this important question.

1. Determine a risk profile

To what extent does your success depend on specific customers or economic sensitive sectors? If this risk is significant, to what extent are you able to adjust to these changes?

2. Define the relationship between costs and services

What does a specific service or delivery cycle cost? Are customers prepared to pay these costs, and will this be the added value, or is 'just good', good enough?"

3. Optimize

Do more work with less people. Plan in terms of capacity and talent, in line with demand. This approach allows transportation companies to switch from fixed to dynamic runs, and healthcare institutions to serve more customers thanks to better employee scheduling.

"When the sun goes down, the stars come out to play".

Do you have what it takes to shine like an everlasting star?

We are more than willing to help you try...

Veenstra Transport Implements ORTEC's Transportation and Distribution Solution

Dutch transportation company Veenstra Transport, part of the Fritom Transportation Group, has chosen to implement ORTEC's Transportation and Distribution Solution (ORTEC TD). This makes Veenstra the second company in the Fritom Group to do business with ORTEC.

Arjen Hoekstra, responsible Project Manager at Veenstra Transport: "We have chosen ORTEC because it is the perfect solution provider for our company. ORTEC TD will help us cope with the continuous growth of our operations. Another advantage is that ORTEC's solution will be easy to roll out within Fritom in the future."



ORTEC customer Van Maanen named European Transport company of the Year

Out of 200,000 European transport companies ORTEC customer Van Maanen in the Netherlands (Barneveld) is named European Transport Company of the Year. Van Maanen, who uses ORTEC's vehicle routing and dispatch solution in combination with the onboard computers of Transics, is the first company to receive this award, as it has never before been awarded at European level.

The MMM Business Media International award is intended as recognition of Excellence in Road Transport Management. As owner Rene van Maanen explains, "We began using ORTEC back in the mid-nineties, which shows that we're trendsetters in IT! This is one of the reasons why we've received this award." Please, read more on page 21 'A Day in the Life of... Rene van Maanen'



ORTEC and Carglass receive Transportation & Logistics Award



Earlier this year, ORTEC and Carglass won the Transportation & Logistics Award for a joined implementation of ORTEC's Routing and Scheduling Solution at 10 of Carglass' Belgian depots. In this short time frame, the implementation has already reduced Carglass' mileage by 10%. According to ORTEC Consultant Jan Maenhout, this is why the project got nominated in the first place.

Every year, the Transportation & Logistics Award Committee selects a number of companies and individuals who represent the various sectors within the transportation industry. With this award, initiator MMM Business Media hopes to help support those sectors that are of major importance to employment within Europe.



Belgium Police signs up for ORTEC's Workforce Scheduling Solution

With the implementation of ORTEC's Workforce Scheduling Solution at 20 stations, the Belgian police hopes to be able to schedule shifts more cost-efficient, and respond more effectively to its staff preferences. With respect to scheduling, ORTEC Harmony will complement the Belgian Police's existing IT system ISLP ADMIN, which is provided free of charge by the federal police.

The implementation of ORTEC's Workforce Scheduling Solution will ensure automated scheduling of 2,000 employees, even taking into account the strict regulations governing the Belgian police.



Van Gogh Museum Guarantees Safety with ORTEC's Solution

Amsterdam's famous Van Gogh Museum, has chosen ORTEC's Workforce Scheduling Solution (ORTEC Harmony) to transition from a manual Excel based scheduling to an automated system. "In order to be able to guarantee the safety of our art, visitors and employees, the museum has to be fully staffed at all times," says Organizational Advisor for Plan-and-Control-it, Piet Molenaar. "We have chosen ORTEC Harmony in order to improve risk management and minimize our staffing costs. We also hope to gain more insight into these processes. Another benefit is that ORTEC Harmony will save us at least 25% on direct staffing costs, and will enable us to make savings on administration costs."

Improved service invaluable to CobelGuard and its customers



Belgian Security Company Cobelguard, has chosen ORTEC's Workforce Scheduling Solution, ORTEC Harmony, to schedule every single one of its 1,200 employees. With the implementation of ORTEC Harmony, Cobelguard moved away from a local scheduling system, to an integrated scheduling process for all its regions.

Not only does ORTEC's Solution improve Cobelguard's time registration and payroll processing, it also helps the company make significant savings on an annual basis.

"Reason for these savings, is because we have been able to reduce the number of non-billable hours tremendously,"

Cobelguard Planning Supervisor Philippe Eeckhout explains. "Non-billable hours are the non-productive hours we pay our employees, but we cannot charge to the customer. Also, moving away from an Excel based regional scheduling system, we have made great steps forward. Because of



Decisive Factor

Also thanks to the implementation of ORTEC Harmony, Cobelguard recently closed an important deal. IT Manager Dominiek Leenknecht explains: “Because of bad experiences with the previous security firm, the customer requested more information on how we work. To give the potential customer more insight, we showed them a short demo of how ORTEC Harmony enables us to assign our employees to the right job based on their qualifications and training. This to them was the decisive factor and made them choose our company”, says IT Manager Dominiek Leenknecht.”

More Capacity

Over the past two years Cobelguard’s customer base has doubled, together with Cobelguard’s number of employees. However, Cobelguard’s scheduling process is still being performed by the same number of planners. “ORTEC Harmony allows us to work more efficiently and effectively,” says Dominiek Leenknecht. “In the past, we were *trying* to be flexible, and consequently ended up with too many full-time employees. Now we *actually are* flexible, with fewer employees.”

Philippe Eeckhout: “ORTEC Harmony has enabled us to work an extra 6,000 to 8,000 hours per month. This means that we have the capability and capacity of taking on more last-minute jobs. For instance, if a store alarm cannot be activated, we can immediately dispatch an agent to keep the property safe for the night.”

the Excel based system, shifts were overlooked which caused an unwanted and unnecessary waste of time and money. Now for example, we are able to assign the two people who were responsible for typing up the schedules to operational activities. And the great thing about the savings we make with ORTEC’s system is the fact that we are able to invest more into other important areas, such as education and training.”

Huge Service Improvement

Dominiek Leenknecht: “Our security guards are happier, and the planners are in a better position to do their job. The benefits of using ORTEC’s system are becoming visible throughout the entire organization. We have been able to increase our professionalism overall and to increase the speed of payroll processing and invoicing.. As a result, our service has improved tremendously, which is invaluable to us and to our customers.

Cobelguard’s Success Story

- Improved customer service
- Reduced registration and reporting time
- Increase of 6,000 to 8,000 extra hours on a monthly basis
- Increased number of billable hours
- Increased time savings
- Happier employees
- More money to invest in education and trainings

Cobelguard Security facts

- Founded in 1992
- One of Belgium’s top security firms
- Three offices in the Benelux
- Area of operations: 6 regions, each with approximately 270 locations
- 1,200 employees in total
- Since 1996 a focus on static guarding and surveillance by unarmed security guards
- Operates on a variety of properties, such as shopping malls, movie theatres, offices, department stores and parking lots
- Act upon alarms
- Surveillance with dogs or on horses on occasion



Large home care organization to optimize workforce scheduling with ORTEC

The White-Yellow Cross Service Center (WGK), which is part of the largest home care organization in Belgium, has decided to implement ORTEC's workforce scheduling solution, ORTEC Harmony. The organization aims to generate an efficient work schedule for its 2,000 employees who work at 47 different locations.

"In the home care sector, it is becoming increasingly difficult to find competent staff and as a result, we must efficiently manage the limited capacity we have. Furthermore, the number of patients requiring home care is growing rapidly," says Johan Clijsters, head of WGK's Information Technology department. "That's why a good workforce scheduling system is so important."

Open Architecture

One of the most important reasons to replace the current workforce scheduling system is technology. "With the implementation of a new staff administration system, the need to replace the scheduling system also arose," says Johan Clijsters. "ORTEC Harmony is an application with an open architecture and can be integrated easily with other systems, like ERP."

Maximize Capacity Utilization

“Moreover, the system is flexible, which is a very important aspect for us, because the environment – which entails everything regarding collective labor agreements (CAO) and other agreements with staff members – is continuously in motion. In ORTEC Harmony, new rules and agreements can be included in the planning process as soon as they are recorded in the staff administration system. This enables us to utilize our capacity in the most optimal way.”

Less Labor Intensive

Johan Clijsters: “The main objective was to find a technological solution, which enables us to grow and scale for the next five to ten years.” WGK expects ORTEC Harmony to facilitate a more objective and less labor-intensive planning process.

“With ORTEC Harmony, scheduling requires less manual adjustments and tasks are evenly distributed over the employees in the schedule. In the past, the more vocal employees might have

received a more favorable schedule. Now, ORTEC Harmony provides us with a good and detailed overview, enabling the planners to quickly see whose ‘turn’ it is to be rewarded.

Timeline

A total of 2,000 White-Yellow Cross home care employees will be scheduled using ORTEC’s workforce scheduling solution. Starting February 2010, WGK will start scheduling the first 800 employees. “We are currently in the first phase,” says Clijsters, who was also involved in the selection process. Ultimately 47 concurrent planners will execute the (decentralized) planning process from the 47 different sites.

Clijsters is extremely positive regarding ORTEC’s approach: “There was chemistry right from the start and it didn’t take long before we reached an agreement. ORTEC Harmony matched our requirements very well and what’s more, of all the participating vendors in the selection process, ORTEC appeared to be the most knowledgeable and easy to work with.”

About White-Yellow Cross

- The White-Yellow Cross is the largest organization for home nursing in Belgium
- The organization aims to generate an efficient planning for its 2,000 who work at 47 different locations in East-Flanders (Belgium)
- The White-Yellow Cross serves 134.224 people in Belgium on a yearly basis

ORTEC Harmony

ORTEC Harmony provides all the support you need to ensure efficient and effective shift roster scheduling. Clear scheduling boards provide an immediate insight into bottlenecks and enable you to respond quickly to ad hoc disruptions resulting from illness or unforeseen activities. ORTEC Harmony is already used to build shift rosters of over 250,000 people at more than 150 organizations. Also 35 of the 100 largest healthcare institutions in the Benelux utilize the staff scheduling solution to optimize their schedules. ■



ORTEC involved in implementation of SHV Gas' new Supply Chain solution

As part of a key international project to align and standardize its distribution processes, SHV Gas, the leading global distributor of liquefied petroleum gas (LPG), is implementing an integrated solution suite based on the applications ORTEC Shortrec and ORTEC Orion. The company's objectives are clear: it aims to reduce distribution costs by 10%.



SHV Gas, which operates in 27 countries worldwide, distributes its products mainly to domestic and small businesses customers. From around 100 warehouses across Europe, 2,000 trucks deliver LPG, both in bulk and contained in bottles. With more than 4 million deliveries annually and 100 million kilometers (60 million miles) driven per year, SHV Gas' distribution operations account for one third of its costs.

Digital Logistics expert Denis Vidal explained the context and the reasons behind the implementation of this large-scale project: "Previously, each European country had its own tools to manage its distribution operations, and the planning and scheduling activities were usually performed manually. The individual countries were not really looking to share their experiences.

We decided to implement this project in order to align and standardize our logistics and planning processes. We launched a new ERP Supply Chain solution that allows us to manage the entire chain, from order to cash.”

Integrated solution suite

The “Digital Logistics” project, which involves the implementation of an integrated solution suite, includes the following components:

- Telemetry: tank level measuring and meter reading for invoicing using Silicon Control systems.
- Automatic stock-replenishment system (including forecasting estimates and automatic order generation) as well as scheduling of distribution routes. These expert tools are provided by ORTEC through the ORTEC Suite (comprising ORTEC Shortrec and ORTEC Orion).
- On-board information systems: GPS navigation; vehicle tracking; communication using Touchstar Technologies terminals; mobile payment system including printing feature for delivery notes and invoices.

Implementation and use

“The purpose of the project is to document best practices and allow users to share experiences, as well as measure how close each country is to achieving that ideal standard, and implement solutions,” Mr. Vidal explained.

SHV Gas has launched two pilot projects: one for bulk distribution in Calor Gas Ireland and another for bottle distribution in Primagaz France. “In June, the systems will be in place in those two countries. Then we intend to implement it in other key countries.



We will also implement the solution in countries that are smaller in terms of market size, resources, and means available (for example, Spain and the Benelux).”

Mr. Vidal added: “The implementation of these types of projects is a long-term process, as it is extremely challenging in terms of integration and interfacing, as well as for management, who has to prepare the team for changes. We selected ORTEC as we needed a proven solution with international background to help us in this complex project.”

Benefits

By implementing this project, SHV Gas aims at:

- reducing its distribution costs by at least 10%
- providing better services to its customers through improved quality: no stock-outs, specially adapted products and services, improved information, daily database updates, etc.
- achieving greater synergy within the company: better integration with the company’s other services (commercial and administrative) and related tools (CRM and ERP) and improved internal processes. ■

About SHV:

- SHV Gas is the largest dedicated global LPG distributor in the world
- The company operates in 27 countries, employs 13,500 people, has a turnover of over € 5 billion and provides LPG to tens of millions of customers
- From around 100 warehouses across Europe, 2,000 trucks deliver LPG, both in bulk and contained in bottles
- SHV Gas has more than 4 million deliveries annually and 100 million kilometers (60 million miles) driven per year

Brussels Airlines saves on manpower with ORTEC

In a bid to improve internal processes, Brussels Airlines Engineering and Maintenance division has successfully implemented ORTEC Harmony at its base in Brussels Airport. ORTEC Harmony is an automated workforce scheduling system, which enables the company's 250 staff rosters to be generated consistently across departments and according to the same labor rules. By centralizing the planning and setting up a direct interface to the payroll system, Brussels Airlines has realized significant time and cost savings; freeing up resources to concentrate on key business activities.



As Mr. De Meyer, Manpower Planner explains, “The biggest challenge we face is in ensuring we have scheduled the right number of employees, at the right time, in the right place. ORTEC Harmony ensures that our planning results are an optimal match between workload and workforces, taking into account skills and labor legislation. With ORTEC Harmony, we can now easily respond to changes in minimum workstation manpower levels and are better informed to monitor overtime. This factor has resulted in definite cost savings for the company. Furthermore, new reporting capabilities allow the central planners to assess staffing needs as a result of holidays, sickness, resignation or retirement.”

Increased employee satisfaction

According to Mr. De Meyer, “ORTEC Harmony enables us to simplify our planning, replacing paper rosters with on-line versions. Employee satisfaction has increased because they are able to use the ORTEC Web-access module via the Internet to view their rosters and to request holidays. Workforce rosters can be created to include employee preferences and are made available months, not weeks in advance, as was the case previously.”



About Brussels Airlines

Brussels Airlines is owned by SN Airholding and is backed up by more than 80 years of aviation experience in Belgium, offering the widest choice of flights to and from its base in Brussels Airport. The group has around 3000 employees and 51 aircraft that operate some 300 punctual flights daily, connecting the capital of Europe to some 70 premium European and African airports. Brussels Airlines has its own Maintenance & Engineering division, which provides full, line and light maintenance for several aircraft types. There are 2 full-time planners who use ORTEC Harmony to schedule 250 staff rosters.

Short-term planning is a thing of the past

A key benefit of automated workforce scheduling is the ability to call up the workforce's outstanding holiday entitlement due to the fact that rosters can be created far in advance. As Mr. De Meyer relates, "During our weekly management meetings, the planners are able to accurately report on the extent of outstanding holidays in order to ensure the entitlement

is evenly distributed throughout the year. We can make comparisons with previous years to make certain that our scheduling stays on track. Without this functionality, companies could be faced with an unmanageable amount of untaken leave towards the end of the working year, which could jeopardize work operations, not to mention the planning man hours required to reschedule employee rosters." ■

Betonson Optimizes Concrete Production with Total Management Systems

To Betonson, manufacturer of prefab concrete floors, piles, elements and underground infra systems, production reliability is crucial. For that reason, the company has decided to start working with Total Management Systems (TMS), part of the ORTEC Group and Optimization Specialist in the liquid concrete and prefab sector.

Betonson will be using TMS Conactive Process Control and the TMS Conactive Quality Control System for the optimization of its production processes. Betonson expects

to realize significant savings on its production costs. "Good process control is crucial," says Chris van Asten, Purchasing Officer at Betonson. "In the event of a system failure, everything comes to a halt, resulting in high costs."



Florentina Munteanu, Transport Manager, DUNCA Expeditii, Romania

“Transportation depends on an automated solution that is able to calculate the costs and revenues for each kilometer”

Florentina Munteanu joined DUNCA 6 years ago, beginning her career in the dispatch office, then moving through various roles until her current position of Transport Manager. According to Ms Munteanu, “transportation is a very captivating and evolving industry sector to work in, and its role in major industries such as Food, Health, Entertainment, and even the Defence sector is vital.”



Florentina Munteanu

Challenges

“The dynamic environment of transportation has many challenges in infrastructure, resource planning, fuel costs and road taxes, delivery deadlines and customer satisfaction”, explains Ms Munteanu. “More critical during the economic downturn is cost optimization and the requirement to identify all direct and indirect costs in order to control them more effectively.”

IT in Transportation

“In order to plan 200+ transport orders per day, to deliver goods within Romania and throughout Europe, an effective scheduling system is essential. Prior to implementing ORTEC’s Transportation and Distribution solution (ORTEC TD), all of our routes were manually planned, using Excel files. Since using the software, the task of tracking our fleet has become much easier and the organization of transport orders has been simplified. We have made significant time

and cost savings, whilst also improving the service levels for our customers due to the transparency of data.”

Remaining Competitive

“Transportation depends on an automated solution that is able to calculate the costs and revenues for each kilometer. As clients reduce their transport budgets, we need to remain competitive through our own optimization efforts, utilizing ORTEC TD to assist in cost reductions.”

About DUNCA:

- First company in Romania to implement ORTEC TD
- 800+ employees (32 planners & dispatchers)
- Fleet of 500 trucks
- Clients:
IKEA; Michelin; Renault Group; Procter & Gamble

René van Maanen, owner of Van Maanen Transportation, European Transportation Company of the Year 2009



“Good Scheduling stands for Profit”

While in previous years transportation company Van Maanen had been focusing on finding ways to achieve growth, it is now – like hundreds of other companies in the industry – trying to find ways to survive in the current challenging economic times. “What has always fascinated me about logistics, are the dynamics,” says owner René van Maanen, who runs the company with his cousin Ronald van Maanen.

“Regardless of the economic situation, in our industry it is very important to ensure solid organization at all times, which means that we all have to be on one page to continue to give our customers the best possible service. This is also the case for transportation scheduling, which can make or break your results”, explains Van Maanen. “Poor scheduling causes cost to exceed revenues, while efficient scheduling generates profit and even leads to a reduction in CO₂ emissions, which is one of the main reasons we continue to work with ORTEC.”

European Transportation Company of the Year

Earlier this year, the company, which uses ORTEC’s routing and scheduling solution, was named European Transportation Company of the Year, 2009. “We began using ORTEC back in the mid-nineties, which shows that we’re trendsetters in IT!” In addition, the company also



Ronald en René van Maanen

won the TLN Business Award in the HR category for large companies. “The time we save throughout the process, reduces time pressure for our employees. And what is even better, instead of the planner alone, now everyone has insight in the scheduling process.”

About Van Maanen Transportation

- Local distribution and international specialized transport
- Privately owned fleet of 100 trucks
- 10 planners and 110 drivers responsible for the transportation of an average of 600 orders per day
- Has reduced mileage by approximately 5% using the ORTEC solution
- Operates throughout Europe
- European Transportation Company of the Year, 2009

ORTEC uses NAVTEQ Traffic Patterns to Enhance Vehicle Routing and Optimization Software for European Trucking Industry



ORTEC has been using NAVTEQ digital map data for the last decade: the impetus for ORTEC to choose NAVTEQ was its requirement to provide detailed European map data in its routing and scheduling software. As Ms. Woudstra, Software Manager at ORTEC explains, “NAVTEQ is the leader in map and GIS data, whereas ORTEC is the market leader in vehicle routing and optimization software. This combination of technology and business acumen was a natural fit.”

Congestion patterns for trucks

The latest venture sees ORTEC updating its Transport and Distribution solution (ORTEC TD) with NAVTEQ Traffic Patterns™ for Europe. This is a real breakthrough for fleet management, because existing historical congestion patterns focus mainly on passenger cars. The new ORTEC TD version, to be released in 2010, will use congestion pattern data for trucks.

Advantages

Discussing the advantages of the new version, Ms. Woudstra says, “This module will benefit all companies managing just-in-time pick-up and delivery operations in urban and

congested areas. The delivery plans created for the drivers should enable easier execution and more accurate delivery schedules. In addition, the enhanced functionality will help our customers to comply with the legal requirements of driving time restrictions.” (Read more about this new version on page 24/25)

Peter Beaumont – Marketing Director Enterprise EMEA adds: “The integration of NAVTEQ Traffic historical data into ORTEC TD is set to be a powerful enabler for customers in achieving higher levels of efficiency and cost savings in their fleet management activities.”

About NAVTEQ Traffic Patterns™

NAVTEQ Traffic Patterns offers the most comprehensive solution for faster routing and more accurate arrival time estimates. NAVTEQ Traffic Patterns feature traffic and travel speeds on primary and secondary roads in France, the United Kingdom and Germany and has the capability to calculate the most ideal routes based on traffic flow patterns which change 24 hours a day, seven days a week. ■

Infor extends real-time dispatch, scheduling and load planning capabilities with ORTEC partnership

ORTEC has recently entered into a partnership with Infor, the world's third largest business software company, in order to globally market and represent ORTEC's solutions for Vehicle Routing and Dispatch and Load optimization. Infor successfully completed its first implementation at Organic Valley whereby the US dairy company selected ORTEC's solution for Vehicle Routing and Dispatch (ORTEC Shortrec/ Infor SCM Fleet Routing) to optimize its milk collection operation.

"Our customers continue to ask for real-time routing, scheduling and load planning solutions," says Mark Humphlett, Director Supply Chain - Global Solutions Marketing. "ORTEC has industry proven, best-of-breed solutions, which help Infor provide business-specific solutions with industry knowledge built in. With a combination of ORTEC's experience and our shared customer base, we will be able to offer both new and existing customers a wider range of products."



Strong Partnership

"We couldn't wish for a stronger partner", says Michael Oskam, Director Partners & Alliances of ORTEC. "Our products perfectly match Infor's range of advanced software solutions, e.g. their WMS- and ERP solutions. Together, we are able to offer fully integrated, end-to-end solutions to companies on a world-wide basis. Infor provides a global channel for us, which will enable ORTEC to further increase its international operations into Europe, North America and areas beyond."

Improve fleet efficiency

Humphlett: "In partnering with ORTEC, we are able to increase our end-to-end global Supply Chain Management (SCM) capabilities and can therefore help potential clients to improve their logistic efficiency. With these combined solutions, we can offer manufacturing, transportation and distribution companies alike the ability to reduce fuel costs and CO₂, to comply with increased driver regulation and to enlarge their asset and freight visibility."

The aim of the Infor and ORTEC partnership is to mainly target manufacturers (particularly food, beverage and consumer goods companies), retailers, logistics and transportation companies with private or dedicated fleets.



About Infor

Infor is the world's third largest enterprises business software provider:

- 8000 employees,
- 70,000 customers,
- Offices in 100 countries,
- Offers solutions in: customer relationship management, enterprise asset management, enterprise resource planning, financial management, human capital management, performance management, product lifecycle management, supplier relationship management, and supply chain management, including business specific inventory management, transportation logistics and warehouse management software. ■

ORTEC Tactical Route Planner fully integrated with Operational Planning and Scheduling Solutions



ORTEC has fully integrated its solutions for daily routing and scheduling of delivery vehicles and/or service vehicles with ORTEC TRP (Tactical Route Planner). ORTEC TRP supports a variety of tactical scheduling decisions for the same fleet.

Typically companies use ORTEC TRP to make an analysis that enables them to evenly spread the deployment of their staff and resources over a certain period of time or over various geographical territories. The results of the analysis are used as the logical starting point for operational scheduling.

Benefits in Delivery Routing and Scheduling

The integration of ORTEC’s solutions for tactical and operational scheduling provides clients with a total solution to determine the most efficient operational routes and the best possible delivery date. The Balanced Period Scheduler module in ORTEC TRP facilitates better distribution of the workload over a period of time in order to deploy approximately the same number of trucks on a daily basis. Meanwhile, the Territory Scheduler module ensures an optimized geographical distribution of delivery addresses across regions.

Benefits in Field Service Planning

ORTEC Service Planning (ORTEC SP) is used to achieve an optimized deployment of field staff – from security firms to government agencies, energy providers, homecare service providers, and other (technical) service providers. Thanks to its integration with ORTEC TRP, ORTEC SP can be used to create optimized regions that serve as input for operational scheduling. With this approach, the number of visits will be divided more evenly over the various regions. At the same time, the field staff can be pre-assigned to specific regions for scheduling and familiarity reasons.

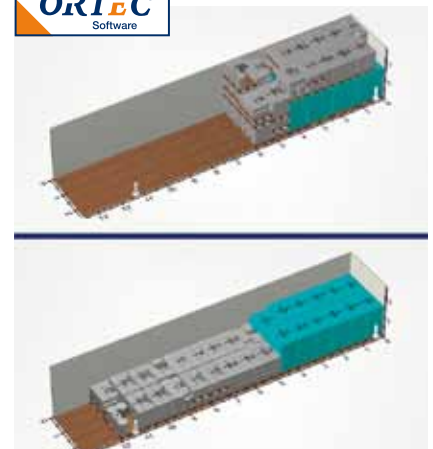
Benefits of TRP integration

1. Clients’ individual requirements can be fulfilled more effectively
 2. Optimized routes, in combination with a balanced workload
 3. Improved visibility into the required capacity for specific periods (e.g. Christmas)
 4. Insight into the impact of new clients on capacity requirements
 5. Easier decision-making, also at the tactical level.
- This ensures:
- Faster, more educated decision-making
 - A more streamlined scheduling process

New Service Pack for ORTEC’s Pallet & Loadbuilding Solution

ORTEC has released a new Service Pack for its Pallet & Loadbuilding Solution, ORTEC Loaddesigner. The key features of this new release include:

- Non-stacking of pallets; this feature provides a new flexible control possibility per calculation to stack or not to stack pallets in trucks
- User administration; improvements in user rights control to assure data consistency
- English language pack updates



Updated Congestion Patterns Module in ORTEC TD ensures accurate travel and arrival time calculations



In cooperation with digital map provider NAVTEQ, ORTEC is updating its congestion module for its ORTEC TD routing and scheduling solution.

“The updated Congestion Patterns Module will incorporate traffic pattern and delay statistics – generated by NAVTEQ – while creating routes in ORTEC TD,” says ORTEC TD Product Manager, Theodoor Torn. “A unique aspect of the updated module is the fact that the information is modeled according to a delay pattern for trucks. NAVTEQ already delivered traffic data for cars, but because trucks move differently through traffic, an adapted model was needed.”

Higher level of service

“The updated module will deliver more accurate and reliable truck routes for ORTEC customers, contributing to a higher level of service.”

A project to fine-tune the updated module has been started at one of ORTEC’s most prominent clients. The updated module will be available as part of ORTEC TD in 2010. ■



Focusing on costs and quality with the Budget & Control module in ORTEC Harmony

Working closely together with a number of customers, ORTEC is developing new modules for its Workforce Scheduling Solution ORTEC Harmony. One of the modules, Budget & Control, will make it easier for managers and planners to realize financial and qualitative organizational objectives.

This specific module facilitates easy budgeting in hours and/or Euros, or based on forecasted production. During the scheduling process, ORTEC Harmony will provide continuous feedback on the quality of the scheduling process in terms of the assigned staff and the utilization of available budgets. These so-called ‘control counts’ will give the planner a better handle on the impact of the schedules, allowing him/her to focus on realizing organizational goals.

As well as covering the scheduling unit level, ‘control counts’ can also be used cross-departmental. That way, management can more capacity between groups during temporary peaks. This reduces work pressure and the use of temporary staff. ■

Electronic registration system for Wellness Centers in Africa



North Star and ORTEC join forces in the fight against HIV

Today, approximately 30 million people around the world are infected with the HIV virus, 75% of whom live in Africa. Transport workers – like other mobile populations isolated from their homes, families and communities – are more likely to engage in high-risk activities, such as having unprotected sex with multiple partners. In doing so, they put themselves and the communities with which they interact in danger of contracting sexually transmitted diseases.

Wellness Centers

North Star Foundation is an initiative of the commercial, public and humanitarian transport sector. It is establishing a network of drop-in health clinics, called Wellness Centers, at truck stops, ports, rail junctions and border crossings in low-income countries such as Africa. The Wellness Centers offer information and healthcare to transport workers, who are often unable to access conventional community or in-company-based health services due to their itinerant working conditions.

Electronic file

For the Wellness Centers in Africa, North Star's partner ORTEC has developed a registration system free of charge, which creates an electronic file for each client. This information is exchanged between the various centers, allowing treatments to be continued at different locations. "We are very pleased with the development of the application", says North Star Director Luke Disney. "The exchange of information between the centers allows drivers to continue working while being treated for HIV and other illnesses. This safeguards their income so they can continue to provide for their families."



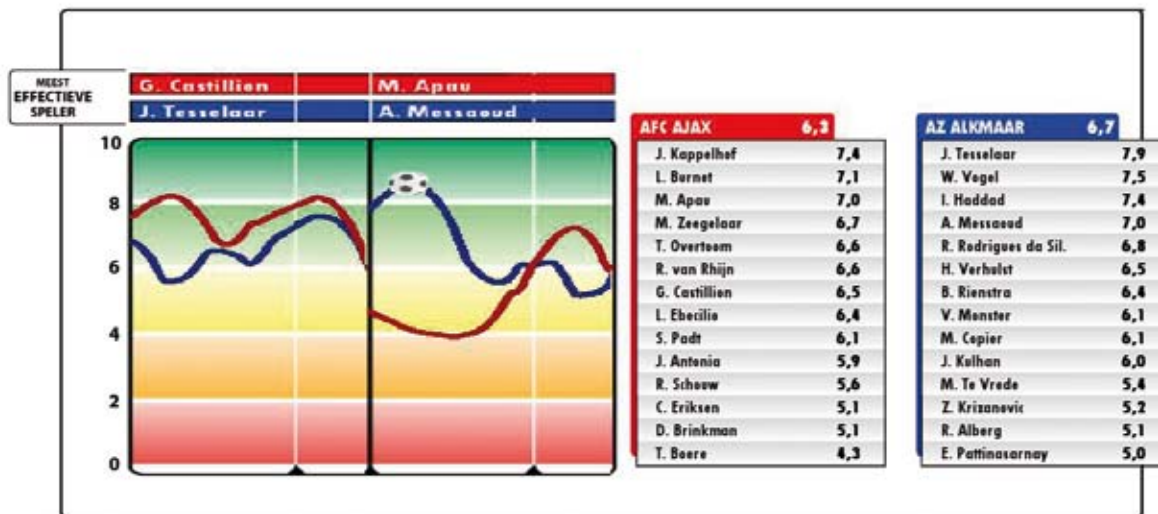
Results

The establishment of the Wellness Centers at hot spots along major transport corridors has achieved positive results. Per year each clinic treats just under 10,000 patients for a variety of diseases (35 – 45 visitors per day). At the end of 2009 North Star plans to run 10 to 12 clinics in Africa. ■

About North Star

- Founded in 2006 by TNT with support from the United Nations World Food Program
- Supported by the joint UN Programme on HIV/AIDS, the International Transport Workers' Federation (ITF) and the Federation of East and Southern Africa Road Transport Associations (FESARTA)
- Establishes a network of roadside health clinics in Africa, India and Asia
- Offers a full range of services related to the establishment and running of those clinics
- Partnership with ORTEC started in 2008

Also famous soccer pro's enthusiastic about ORTEC TSS Soccer legend **Johan Cruijff** awarded the winning team



ORTEC TSS was granted an important role in the fifth edition of Europe's most important youth soccer tournament. As an innovative partner in sports, ORTEC TSS provided support at last summer's edition of the event with advanced sports statistics. Every shot, match and team was put under the microscope and given a score based on sophisticated analysis. Despite soccer team AZ taking home the trophy, the best-scoring team was Rosenberg according to ORTEC TSS.

Although it was AZ who was awarded the trophy by soccer legend Johan Cruijff, the data recorded by the software showed that the winning team scored no more than 6.2 (out of 10) in the final. With an average score of 6.5, Rosenberg performed slightly better. The score is based on measuring the number and effectiveness of corners, tackles, mid-air challenges, long and short passes, passes up the field, goal attempts and other actions during the game.

Results

Jeroen Tesselaa emerged as the best-performing player during the final between AZ and Ajax with a score of 7.2. It should be noted that on average the majority of teams had a score of around 6. Does this mean that the teams performed badly? "No, that's not the case," says lead analyst Wouter Stoltz of ORTEC TSS. "It was a very interesting and exciting tournament featuring high quality teams, but calculating reliable (team)scores is quite complicated. For instance, if a team scores an 8 for the number of goal attempts, but has poor defensive play, their team score will automatically

suffer. The statistics are based on a complex mathematical model whereby players are assessed individually based on the position and role they have on the field."

Frank de Boer

Stoltz, who was involved in the analyses during Gestion Copa Amsterdam, is pleased with how the tournament progressed. "There was a lot of interest in our analyses," he says. "AFC Ajax youth team coach Frank de Boer was particularly interested in the data, and kept coming back to collect analyses for his team."

Champions League

Kim Middendorp, Project Manager at ORTEC TSS says: "It is clear that there are many opportunities for our software. In the new soccer season, for example, we will be analyzing Champions League games and will again be providing all the soccer statistics for the Belgian newspaper, "Het Laatste Nieuws."



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