

# Recycling and Recovery Company Reorganizes with Exact

**TOMRA's international operations are organized into four business segments: collection technology, materials handling, collection technology non-deposit solutions and industrial processing technology. The company maintains a strong commitment to ensuring that its activities positively impact society and the environment. Exact solutions were urgently needed to support TOMRA's recycling and recovery operations and manage services for customers.**



TOMRA Systems B.V. is a daughtercompany of TOMRA Systems ASA (Norway) that was founded by two brothers, Petter and Tore Planke, in 1972 in Asker, Norway. Today the company operates in more than 45 countries around the globe. The heart of TOMRA's business is creating innovative and reliable technology for recovering used packaging and other materials for reuse or recycling. TOMRA is a publicly held company which is listed on the Oslo Stock Exchange.

[www.tomra.com](http://www.tomra.com)



## BUSINESS NEEDS

- A new system to streamline financials, service planning, invoicing and order entry
- Improved organizational transparency with real-time overviews
- Real-time access to ensure continually accurate financial reporting, both locally and to headquarters
- A single communication platform for customer relationship, workflow and document management
- Improved reporting with SQL compatibility

## SOLUTION

- Back office component Exact Globe automatically integrates financials, planning, invoicing and order entry into a single database, accommodating data-processing in real-time
- Web browser-based front office application Exact Synergy provides instant access to the same database on a worldwide scale
- Exact Synergy's CRM module integrates customer data for sales and marketing activities

## BENEFITS

- Localized software always provides the right solution for all users, no matter where they are
- Dramatically improved processing of closing month/year financials
- Real-time order dispatching, clear order status and direct invoicing
- All calls related to installed machines are logged
- Workflows are created for engineer visits to customers and engineering related emergencies

*“Nobody said, ‘let’s go back to the old system’. All our users were very positive from the start.”*

René Hissink  
TOMRA Systems B.V.

#### THE MUST HAVES

Stability was a non-negotiable requirement for TOMRA. They also needed a solution that would completely integrate their offices, incorporate vast and varied amounts of existing data and then provide real-time, around-the-clock access to everything. The new system had to streamline financials, service planning, invoicing, order entry and much more. All CRM, HRM, workflows, financials, logistics, manufacturing and accounting would be controlled by the new system. It was quite a challenge, but Exact Globe and Exact Synergy were up to the task.

#### SUPERIOR TO THE COMPETITION

In its search to improve its capabilities, TOMRA’s management evaluated a respectable list of solutions to meet its IT needs and incorporate data from its existing system, which consisted of Windows 2003 Server, SQL and Idesta Mobile. They considered respected competitors such as Oracle, Avention and Idesta before selecting Exact for its comprehensive feature set.

#### FAST ROLLOUT IN MULTIPLE COUNTRIES

The countries selected for the rollout of Exact Globe were TOMRA subsidiaries in Belgium, France, UK and The Netherlands supporting all company operations in Western and Eastern Europe. The Exact project team and key users worked together synergistically to make the rollout an unqualified success: “The go live went very smoothly,” said René Hissink. “It has been a big improvement for TOMRA.”

#### THE RIGHT SOLUTIONS SUPPORTING A GROWING COMPANY

According to TOMRA’s management, the implementation of Exact Globe and Exact Synergy was “fantastic”. “The help desk was live within two hours,” said René Hissink, who emphasized the ease of use with the new system. “Anybody can find anything in a minute.” Exact Globe is a traditional Enterprise Resource Planning system which integrates all business areas into a single solution while automating processes throughout an entire company. Financial, logistic, project management and accounting data are automatically integrated into a single multifunctional database — all processed in real-time. For TOMRA, Exact Globe is a crucial business asset as it is globally standardized, with more than 40 languages and localizations, Exact Globe ensures accurate data exchange between company headquarters, subsidiaries and the 45 countries around the globe where TOMRA does business. Through easy and accessible web-browser interfaces, Exact Synergy provides TOMRA’s employees, customers, suppliers and partners with real-time access to information throughout the entire organization. TOMRA linked CRM, help desk, workflows, HRM and field service functions, uniting company information within one multifunctional database.