# Workplace of the Future

**Success Story / Schott Tubing / IBM Notes replacement by Microsoft and JobRouter®**

**The business unit Tubing of special glass manufacturer Schott AG has replaced the previous Notes environment with the Microsoft product range. For the migration of databases and workflows Schott Tubing relies on the independent digitization platform JobRouter.**

*JobRouter* ®

The following requirements were posed for the new software:

- **investment-security, independent from the product life cycle**

- **system-independent Stand-Alone solution**

- **usability and controllability for the IT department and the users**

- **open system architecture for the connection of upstream systems and subsystems, independent from the product life cycle**

- **transparent cost structure with regard to purchase and ongoing support**

In the Bavarian glass-town Mitterteich glass is melted and processed since the 19th century. The main location of the Schott AG business unit Glass Tubing can be found here. Schott Tubing makes glass tubes, rods and profiles from more than sixty special glass types for applications in the field of pharmaceutics, industrial and environmental technology, and electronics. As a part of the project "Workplace of the Future" the Group IT decided to take the IBM Notes infrastructure out of service and to migrate applications to the Microsoft platform. The switch to Exchange Server and Outlook met the expectations, though it was difficult to find a quickly applicable solution for the approval processes and databases, which had been programmed in Notes manually.

After a JobRouter presentation performed by their long-term IT partner ProComp Professional Computer GmbH from Marktredwitz, the business unit Tubing decided upon a field test of two solutions: the Nintex SharePoint extension and the JobRouter digitization platform.

## JobRouter® versus Nintex® – the challenge

Markus Frauenreuther, Director Business Services & Solutions, is responsible for the IT environment at the site in Mitterteich: "One of our main criteria was that we wanted to design and manage the processes ourselves." So he sent two of his employees to the beginner courses of both suppliers, to enable them to create two standard processes on their own: the travel request and the entitlement request for IT hardware. Already at an early stage the difference in the handling could be seen, e.g. during the adaptation of instances. "We realized quickly that we could cope better with the JobRouter surface, as it is self-explanatory and less complex – two clicks and the instance is modified", Markus Frauenreuther summarizes.

*"We came quickly to the understanding that JobRouter® covers all our requirements."*

Markus Frauenreuther
Director Business Services & Solutions, IT

## Multi–Stage processes in the test environment

The next step was the handling of more complex workflows with multi-stage and parallelized releases in the JobRouter test environment, installed by ProComp, to transfer them into the productive system upon completion. Beforehand, using the previous system, the support of a Notes developer was needed, but now the team of Markus Frauenreuther was able to create new processes themselves for the first time, by using the JobRouter process designer. At first, the focus was to convert paper-based processes into digital ones – for example the authorization of factory tours. It was also possible to transfer approvals, which were led by e-mail through the different departments for many years, quickly into a JobRouter process and to redesign it from scratch, if necessary.

"We could achieve successes quickly and raised the acceptance of the digitization platform by digitizing complicated and time-intensive operations first", Markus Frauenreuther states. New employees do no longer need several weeks to find their way into compley organizational with the complex organizational operations and can so work productively much faster.

Especially Ditigal Natives expect from their employee Schott to be equipped with the latest technology. Finally, the workplace of the future is site-independent and mobile. That's why the foreign branches of Schott are linked via VPN and releases can be authorized via e-mail through mobile devices – JobRouter handles them in the same way as direct entries.

*"JobRouter is THE platform for work processes. Whenever I have a process, which involves several employees, releases, and information obligations, JobRouter plays an important role."*

Markus Frauenreuther
Director Business Services & Solutions, IT

## A postbox for raw material certificates

According to Markus Frauenreuther, the role JobRouter plays in increasing "quality, speed, and transparency" in processes, can be shown best by the example of the automated control process for raw material certificates: consignment notes, which were previously passed on via many paths from the incoming goods department to the laboratory and the quality department, are now collected in the form of scans or files in the JobRouter postbox.

A job is monitoring the postbox permanently and starts a workflow as soon as a new document arrives. On average, JobRouter reports four to five times a day in parallel to the three departments that a new certificate must be checked. As soon as the system receives the control confirmation from all departments, the document is categorized by keywords and stored in an audit-proof way.

## New modification process with a moment of revelation

So far, the most comprehensive new instance is a 4-M process: If, for example, a measuring tool should be changed in the serial production, a GMP-conform modification process is necessary (Good Manufacturing Practice). Thereby the impacts of the modification have to be examined, rated, and hedging measures have to be defined and scheduled. Finally, the results have to be documented. This core process of operational risk management represents hedges according to DIN EN ISO 9001 for the company. The former procedure was based on a controlled document, which had to be completed with great effort and which was sent or carried from decision-maker to decision-maker.

Today a process named "modification request for serial production" and managed by JobRouter exists, leading all persons involved through the complex incidence. No employee needs to research into how to make an application, how processes work, and who is involved. The implementation of the process through the Schott team was supported by ProComp. All required information – such as technical drawings, sketches, or photographs – are attached and provide a unified basis for decision for all persons involved in the process.

"Like all agile developments, we had numerous iteration steps and gained a taste for it, as the saying goes", Markus Frauenreuther summarizes. "We noticed the great flexibility JobRouter is offering. And we decided to involve further persons in the 4-M process. The system makes it easy for the user, takes him by the hand and leads him through the process."

## Enquiries

*Mr. Frauenreuther, why did you decide upon the JobRouter digitization platform?*

*Within the scope of our "Workplace of the Future" project our aim was to make the way we work and the technics we use more sustainable. In JobRouter we found a Stand-Alone solution, which makes us independent and which can be linked to any sub system and side systems, thanks to the open system architecture. Two employees are sufficient to supervise and enhance the platform adequately.*

*What are the main benefits for you?*

*For me these are the speed, flexibility, and controllability. A two-step approval process does not take more than 3-4 days – no comparison to the previous procedure.*

*Which projects do you plan for the future?*

*With our experiences and realized projects our colleagues from the other sites listen with open ears to our suggestions. With the support of ProComp we are about to connect more business units via instatiation to the platform.*

SCHOTT
glass made of ideas

*Markus Frauenreuther*
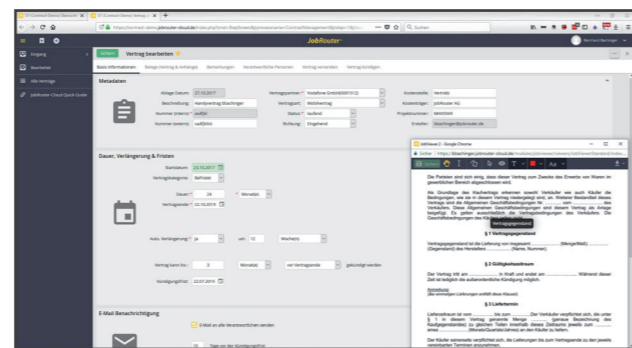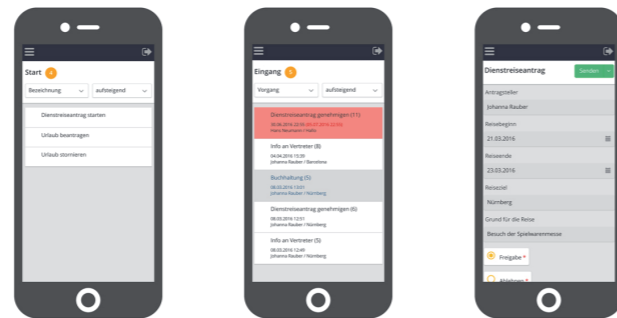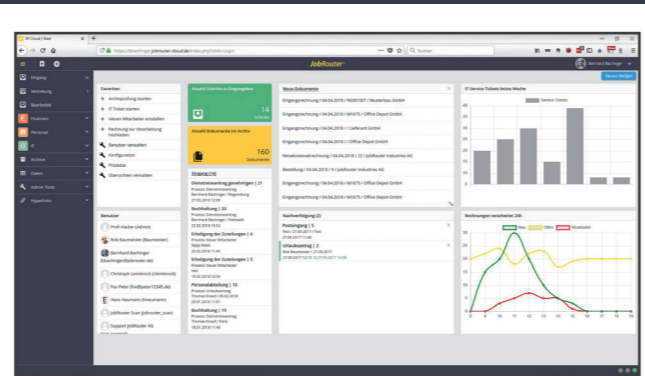*Director Business Services & Solutions, IT*

# Sample, price lists, overviews

Now even incidences, for which there was no completely standardized process before, can be managed by JobRouter. One example of this is the production of samples. There is no article in the ERP system for small glass tubes, which the client needs as product samples. Today a simple process collects all required information from sales and the foremen in the production and transfers it to the product planning department – cutting the lead time in half: to only two days.

The price list management created by Schott itself is also linked to the digitization platform. As soon as a price modification is saved in the subsystem, JobRouter updates and delivers the value according to the predefined standards. The platform is most useful for inventory and data hygiene activities in the user management, creating an overview on the access rights from the linked interface.

Instances in the sales processing, among those bonus requests and complaints, are also managed by JobRouter. "We permanently work on new processes", Markus Frauenreuther says". The next step will be to examine the use of a Portuguese JobRouter solution for our site in Brazil. Our colleagues from Schott Electronic Packaging in Landshut also expressed strong interest in the introduction of JobRouter."



*Visual examples from JobRouter®*

*Top-down images:*

*dashboard, mobile view of the start and inbox, and dialogue of a business travel request, Dialog of contract process with viewer*

## The advantages of the JobRouter platform replacing Notes

- enables the replacement of even complex Notes infrastructures

- links the e-mail client of Microsoft Outlook uncomplicatedly to the process and triggers e.g. releases controlled via e-mail according to the determined process step

- graphical process design reduces manual programming work

- facilitates form-driven processes in subtables

- offers, as a system-independent digitization platform, higher performance through extremely high interface-friendliness and customization

- it is modularly expandable and easy to scale

- it is self-explanatory: extremely low training need

## Project details

| | |
|---|---|
| Client: | Schott AG Business Unit Tubing |
| Branch: | Manufacturer of special glass for glass tubes, glass rods and profiles |
| Employees: | 2,000 at home and abroad |
| Instances: | about 350 per year |
| Database: | Microsoft SQL Server, individual software Tubing Price Master, Microsoft Exchange |
| Ongoing processes: | Price list releases, bonus releases, and credit notes, sample dispatch, modification process for serial production, internal purchasing instances, travel expense handling, certification verification, authorization request |
| Planned processes: | Optimization/expansion of existing processes, introduction of an instance system for business units |

## Schott AG

SCHOTT AG is one of the world's leading technology corporations for special glass and glass ceramics, with production and distribution sites in 34 countries. The subsidiary Schott Tubing, one of the worldwide leading glass tube producers, is seated in Mitterteich. Here and at facilities in Europe, Asia and South America it makes glass tubes, rods and profiles from more than sixty special glass types with a production capacity of more than 140,000 tons. SCHOTT offers tailor-made products and services for international growth markets such as pharmaceuticals, industrial and environmental technology and electronics. Globally, more than 15,000 employees are working for the Schott AG, thereof about 1,200 at the site in Mitterteich.