



SUCCESS STORY DENSO

Work more efficiently through process digitisation and standardisation

Challenge

- The theoretical product development processes were well described. However, there was a lack of practical support in the daily business by appropriate tools
- Use of simple and insufficient applications (MS Office and email system) for recurring processes
- Many processes that took place in different process variations
- Unclear whether and in what form (illegible scans) information was received by process participants
- Everything was tracked manually
- When a process manager wanted to get an overview of all processes, some people were busy for up to two days gathering the information
- Considerable problems occurring in the interfaces within the collaboration of the globally operating company DENSO and its subsidiaries due to completely different IT requirements (e.g. limits on email size)

Return of Investment achieved in less than 6 months! Significant time savings of several thousand working hours per year!

Achievements

- Considerable time savings through improved communication between all process participants, standardisation of processes (which run without manual intervention) as well as immediate verifiability of all processes
- Transparency over the individual project states
- Implementation of interfaces to existing systems
- Regular exchange with users confirm that the software actually eases their work, provides effective support and gains exceptionally high acceptance
- User requests for additional software implementation show that further potential for improvement is being identified and that the process is continuously optimized
- The TIM BPM Suite as a stable, central platform for all processes

„All objectives were achieved. We would take the same approach again today.“

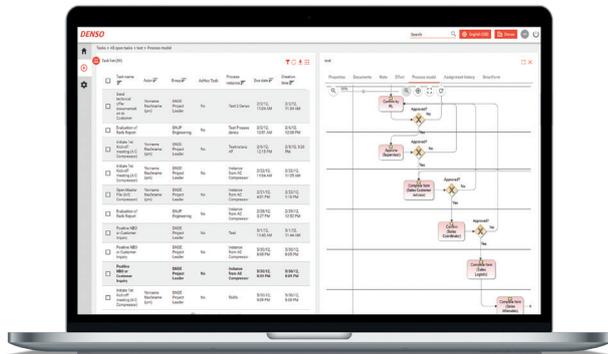
Albert Fendl, Senior Manager BPM & Quality Management, Denso Automotive Deutschland GmbH

Requirements

- Opportunity to model and roll out workflows yourself
- Administration by DENSO
- Adoption of the existing modeled processes
- Graphical illustration of all project states
- Low training effort
- Fast workflow implementation
- Ability to implement highly complex processes in the system
- Scalability: gradual introduction of various workflows and constant expansion of the user group

About Denso

DENSO AUTOMOTIVE Deutschland GmbH is a subsidiary of its Japanese parent company DENSO CORPORATION and develops and sells original equipment pieces for the automotive industry.



Why use the TIM BPM Suite?

- Very complex processes are stable to run
- Transparency of the respective project status
- Very favourable entry with an ROI of less than half a year
- Continuous and consistent development of the TIM BPM Suite
- The excellent support provided by the TIM team

„TIM is the software that was able to represent the vast majority of our requirements without much customisation effort.“

Albert Fendl, Senior Manager BPM & Quality Management, Denso Automotive Deutschland GmbH