InLoox

20 Years & 20 Customer Stories:

Since 2001, projects have been successfully completed with InLoox



Platform for succesful projects

Since 2001, companies have been successfully implementing projects with InLoox. Back then, we laid the foundation with our business formation. Right from the start, integration has been one of InLoox's strengths. Our vision: A solution that connects teams, optimizes processes, increases efficiency and value creation.

Mainly due to the numerous InLoox customers, our solution has become more and more a platform for successful projects within the last two decades. InLoox is used on five continents in over 60 countries and by more than 60,000 users. In Germany, for example, six of the now 40 DAX-listed corporations as well as numerous small and medium-sized enterprises use our solution.

The areas of application are accordingly wide-ranging. To give you an overview, we have published a new eBook on the occasion of our 20th anniversary with a selection of testimonials from 20 customers.

The reports come from service providers in the fields of education and training, consulting, research or environmental planning, from companies in industries such as automotive, electrical engineering, consumer goods, food, mechanical engineering, medical technology or special packaging, as well as from sectors such as healthcare, IT, retail and logistics.

Here you will find out what challenges the companies are facing or have faced, how they are shaping their project management, and what economic benefits they are achieving.

We hope you enjoy reading and would be happy if we could inspire you!



Dr. Tiziano Panico

Gründer & Geschäftsführer | InLoox GmbH



Dr. Andreas Tremel

Gründer & Geschäftsführer | InLoox GmbH

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01 AviComp Controls GmbH

Industry:
Enigneering Services



Project management insights at an engineering service provider:

AviComp Controls plans and controls resources across locations

AviComp Controls provides engineering services in the field of instrumentation and automation technology of plants. The company specializes in compressors and extruders, machinery and equipment used by companies in industries such as energy, utilities, gas, oil, petrochemicals and chemicals. Its customers include BASF, Linde, MAN and Siemens.

Instrumentation (measurement or control technology), in combination with automation, is an important element for operating plants safely. It is also a prerequisite for modernizing plants further, for example to introduce industry 4.0 concepts. In this context, plants and processes are designed and coordinated in such a way that as many components of a plant as possible can be operated automatically. Companies achieve automation by using, for example, mechanical, hydraulic, pneumatic, electrical or electronic devices as well as computers in combination.

How to plan control, check and track?

As a service provider, AviComp Controls depends on being able to transparently manage its engineering projects with various internal and external resources across different locations. The challenge was, and still is, to be able to control and track projects and to deploy resources efficiently.

Which project phase are we in at the Singapore site? Who is working on it from Belgrade? How much resource capacity do we have available in Minsk, and which site managers do we need to inform if we want to relocate resources? In order to be able to answer questions like these and to gain a company-wide overview of all engineering projects, Denis Winkler, then team leader for project management at AviComp Controls, was commissioned by the management in 2019 to integrate a software solution. An IT problem also played a role: The previous Microsoft Projects tool could not be integrated into the ERP system "Navision" according to the company's ideas.

Pure engineering projects

"Put simply, our engineering projects are processes in which engineers create documents as well as project-specific software - like specifications for control cabinets. Our processes extend from configuration and specification to software tests and inspections, and finally to acceptance by the customer," says Winkler. For example, equipment purchased externally for customers, such as a control cabinet, is first tested with software applications by engineers at the site, the software is imported, tested with the components, and finally accepted by the customer. Components include, for example, valves or transmitters for temperature or pressure for instrumentation, and sometimes local operator stations for automation.

In order to select a new resource planning tool, Winkler had started a test in 2019 in the Belgrade office, which he also manages operationally. "Before we finally decided on a software, we had tested two products consecutively for a month. After two days of testing, it was clear that InLoox met our requirements best." The integration with Outlook was another criteria, which is why AviComp Controls now uses InLoox. At the beginning of 2021, Winkler and his team had implemented the tool at the location in Leipzig and finally rolled it out completely via the AviComp Group on April 1, 2021.

Simplying work

In April 2021, work plans were illustrated for a total of 28 projects at AviComp Controls. For those projects, Winkler and his team used InLoox to break them down into tasks and activities so that the tool could help planning and executing them. More than 100 users now work with the tool. 25 of them are team leaders, project managers and management, as well as another 80 contribu-

tors. Since the project teams are spread across different locations, it is easier for users to use a cloud-based solution instead of access via a server. The cloud solution can also be managed more efficiently by administrators.

Planning more effectively and saving time


Denis Winkler ©AviComp Controls

Each project manager can use the tool to plan tasks more effectively, create reports and monitor plans more efficiently, and check whether tasks have been completed by project members or why they are not finished yet. Winkler's tasks include, for example, holding regular meetings with the buyer of a major customer. In InLoox, he can share his screen with the buyer to discuss the status of the project.

Not only does the tool make everyone's job easier, it also allows project teams to better utilize operations at all sites. Winkler says, "This allows us to look at workloads in Singapore, distribute peak loads if necessary by bringing in spare capacity from Belgrade or Minsk, for example. So in the end, we don't overload the company. Because we can track our resources cleanly online and include technical managers at other sites, we also avoid the risk of someone feeling left out." Overall, AviComp is very good at saving time with resource allocation.

Of course, you have to feed the project with data to get results. In controlling, a further advantage is that project templates can be generated afterwards, so that project managers don't have to fill everything in again and again for newly created projects.

Standardized overview of project status and resources

According to Winkler, AviComp Controls has further steps planned for the future: "The dashboard will be expanded and used more extensively. In addition, we will take the solution to another level by connecting it to our ERP system 'Navision' in the future." To do this, we will use the existing API interface. It is planned that all data from merchandise management can also be displayed in InLoox in the future. It will then be possible to create forecasts for projects and schedule resources from the ERP system, and equipment will be displayed in such a way that it is stored in the budget plan and can be displayed in a way that is relevant for invoicing. The goal is to eventually have a tool that "provides an overview of the project status at a glance".

> **InLoox makes our everyday work easier and we can save time with the resource allocation.**
>
> **Denis Winkler, Team Lead Project Management**

02 Bechtle-Comsoft GmbH

Industry:
IT and Services



Reduced workload thanks to project monitoring:

Bechtle-Comsoft benefits from more clarity and agility

At Bechtle-Comsoft, between 70 and 80 SAM customer projects are handled simultaneously. In order to be able to allocate resources more effectively, it is important to keep a precise overview of the workload of the individual employees. The project management solution InLoox, which is integrated into Outlook, is seen by those responsible as an opportunity not only to deal with this issue, but also to gain a better overview in general.



©Bechtle-Comsoft GmbH

InLoox is intensively tested and it is concluded that the software not only makes it very easy to track working times and assign them to projects, but also provides information on project status and employee workload with just one click. Consequently, the solution is implemented and the effects of increased transparency soon become visible. SAM Manager Stefan Arets: "Staff scheduling and control of projects is easier to realize thanks to the workload view. It reduces overloading of employees on the one hand, and waiting times on the customer's side on the other." Lars Reifegerste, Senior SAM Consultant, Bechtle-Comsoft GmbH adds, "The time spent on billing time within projects has been reduced from 4-5 hours to about 20 minutes."

The consultants, who in the past were responsible for both project control and project documentation, benefit from being able to set up agile project management in InLoox. This allows them to react at short notice and move resources between projects. In this way, errors are avoided, employees are relieved and projects are completed more quickly.

> **Workforce planning and project management ist easier to implement thanks to the workload display, reducing both, workload for employees and waiting times for customers.**
>
> **Stefan Arets, Head of SAM**

03 Berlitz Deutschland GmbH

Industry:
Language Courses &
Further Education



Standardization and process improvement for more transparency:

Berlitz gains an overview of project scheduling, employee workload and upcoming tasks

The reason for searching a proper project management software at Berlitz was the introduction of a new company-wide enterprise resource planning system. The large number and complexity of the sub-projects within this project required the project team to look for software that was suitable for everyday use.

Outlook integration as a major advantage

Looking for a project software that could optimally support the project team, various tools were tested and InLoox PM for Outlook quickly emerged as the system of choice. Florian Daniel, director information technology Europe at Berlitz, summarizes: "Microsoft Outlook was already in use throughout the company and is the daily working tool in the project team. The seamless integration of InLoox PM with Outlook convinced us." In addition, they did not want to burden their colleagues from the IT department with too many different software solutions for administration, which is why the solution also appealed due to its low system requirements and simple installation. Since the start of the implementation phase in November 2012, the project management software InLoox PM has already been successfully implemented in the project management area. Berlitz took the software introduction as an opportunity to standardize internal processes and task management in the team and to adapt them to working with the new software. In addition, internal training is being conducted so that the project team's tasks can be optimally mapped in the software. As first positive effects of the new tool it was noticeable that: InLoox PM simplifies project management and provides the project management with a real-time overview of the project schedule, the workload of the employees and upcoming tasks. In this context, InLoox PM leverages its advantage that all project management tasks are directly merged in Microsoft Outlook.

> **The software means a very great added value for our project management team, as many additional features are available beyond project planning, such as the resource overview. Furthermore, it is noticeable through regular updates that the software is being permanently further developed.**
>
> **Florian Daniel, Director Information Technology Europe**

04 BIA Kunststoff– und Galvanotechnik GmbH & Co. KG

Industry:
Automotive



Automotive supplier manages large-scale projects

BIA Group plans and coordinates the modification and new construction of production facilities.

While planning a large-scale project, BIA Group uses InLoox to get an overview for coordinating the schedules of all sections necessary reconstruction and new construction activities.

Whether inside or outside, shiny or matt, for functional or decorative purposes: Chromed components have been used in automobiles for a long time to make a difference with their grafting. BIA Group supplies automotive customers with refined, structurally und technically sophisticated components for interiors and exteriors. The company produces at its headquarters in Solingen as well as in several factories worldwide.



Product range of the electroplating business unit ©BIA

On the way to environmentally friendly production processes

Electroplating is a complex production process for surface finishing that is also subject to strict legal requirements. Now that production processes and design have become strategic competitive factors in the automotive industry, environmental protection is becoming increasingly important. For example, the EU regulation REACh (Registration, Evaluation, Authorization and Restriction of Chemicals) requires that only alternative chromium(III) processes will be allowed in the future. BIA has set itself the goal of ensuring that its facilities meet the latest standards and, of course, comply with all environmental regulations. In addition, BIA's corporate philosophy is to continuously optimize its own processes and procedures. In order to proactively comply with REACh, BIA Group is currently retrofitting its existing chrome production facilities in Germany.

In 2020, BIA started with the most complex task: the modification and new construction of the oldest existing plant at the headquarters in Solingen. The aim is to complete this by 2022. This will be followed by three more plants. "Such a major project involves many parties and crafts, all of which have to be included: from the ground to the roof, steel construction and fire protection to wastewater treatment, everything has to be traceable. Large construction measures have to be timed. With the Excel spreadsheets we used to work with, it would have been difficult to always include all the people involved in the same way, partly because many meetings were only slightly digitized," says Johannes Knott, describing the initial situation. Knott is jointly responsible for the coordination of this major project at BIA, initially as a trainee in the international production management department, and now as a operating engineer.

Transparent project planning

In 2020, BIA had decided to use InLoox as project management solution in order to fulfill three requirements: In terms of the many interfaces in the major projects, clearer planning is needed. Several people should be able to access the information at the same time, with the data integrated in a central location. The solution was chosen by BIA because it is well integrated into the daily work with Outlook, the project data can be retrieved from it centrally, and it is also more cost-effective compared to others, such as MS-Project.



Johannes Knott ©BIA

"The unique feature of our solution is the tracking and coordination of large projects. In doing so, we have to map the simultaneous interaction of many different departments and areas," says Knott. For this purpose, a weekly meeting is scheduled to prepare the information from the subprojects. The data for the respective disciplines is stored in the subprojects. The subproject managers have to have everything on their screens. Whereas it used to be difficult to gather information, questions can now be answered easily: Who does what? Or: Where do I get what from whom? With the software, they can collect project data in a structured way, manage tasks more effectively and better identify interfaces.

A total of 28 managers and project members at BIA use the project management solution. In addition to the four managing directors, these include those responsible for operations management, maintenance and building management, IT development, and specialist departments such as electroplating, injection molding, and final testing. Since 2021, this has also included three people at the new site in Mexico.

„Everyone has the plan“

"In InLoox, we can consider how to implement the construction measures in terms of time: By recording the dates from the individual areas and coordinating them with the respective trades, as well as coordinating them with suppliers," says Knott. The dates entered by the respective trades - for example, floor, roof, steel construction - form the basis for showing the status of the project. All details from the subprojects are published in an overall plan. For example, the complex wastewater treatment, the IT connection or, for example, the fire protection, which is divided into the tasks of smoke extraction, sprinkler systems and alarm systems. "Everyone can access the plan. Since all dates are documented, not everyone involved needs to be on site. " says Knott. However, according to Knott, the project matrix has grown to a size that makes it impossible to print out the overall plan legibly, even on a large-format DIN/A0 printer. The company is still looking for an optimal presentation option to show the complex overall project.

> **Without InLoox, it would be difficult to get everyone on board.**
>
> **Johannes Knott, Operating Engineer**

The advantages of the solution for the BIA Group are essentially the gain in transparency, the central tracking of all collected information in one place, the interface management and the temporal integration of all construction measures. Management can get an immediate overview. "We have been planning the conversion and new construction for years. Therefore, it would always be critical if production were to come to a standstill," says Knott.

Finally, after the conversion and new construction of the first plant is completed in April 2022, further conversion projects are to follow at three other plants. It is also planned to include international projects in Mexico, China and Slovakia.

05 Brückner Architekten GmbH

Industry:
Architecture &
Interior Design



More efficient planning and successful acquisition

Task, time and resource management at Brückner Architekten

As a general planner and specialist for high-quality interior design as well as system construction, the company Brückner Architekten pursues the goal of leading projects to an optimal result using good ideas, consistent realization and reliable processes.

Quality management (QM) is fundamental for this. Brückner Architekten used to work with a quality management module in Excel, which worked but was not accepted by the employees. In addition, there was no automatic synchronization between project and quality management. Scheduling and processes were also not connected with each other.



©Brückner Architekten

Laurent Brückner, managing director of Brückner Architekten, decided to use InLoox not only for time tracking but also as a project management tool and to replace the former QM module. The Outlook integration enabled the architecture company to reduce the entry barrier for employees. "We now map all projects in InLoox, which is our project list," says Brückner. The range of use of the solution covers time management, task management and resource management.

The quality management processes and project execution run in parallel on a daily basis. Projects that have been planned with the software include, for example, the interior design of a penthouse in the Elbphilharmonie concert hall and the Munich headquarters of a world-renowned technology company.



Laurent Brückner
©Brückner Architekten

Brückner explains: Without InLoox, Brückner Architekten would need 10 more employees for the same project volume, which would also lead to increased communication and coordination efforts. "It's good to be able to implement a high project volume with just a few employees. That's a positive effect that I clearly attribute to this project management tool." The first noticeable positive effects of the new tool were that: InLoox PM simplified project management and provided the project manager with a real-time overview of project planning, employee workload and upcoming tasks. In this context, InLoox PM plays its advantage that all project management tasks are directly integrated into Microsoft Outlook.

> **Overall, InLoox has created a very positive impact on the workflow.**
>
> **Laurent Brückner, CEO**

06 Dr. Maier Umweltplanung

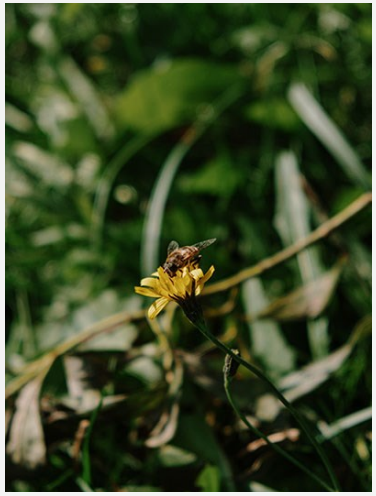
Industry:
Ecology &
Environmental Planning



From individual tasks to project management:

InLoox at an environmental planning office

At the environmental planning office of Dr. Klaus-Jürgen Maier, work is done with InLoox not only at the desk, but also during field appointments. While the environmental experts use the collaboration solution outside in nature for their work, for documentation purposes and for the quick exchange of information with colleagues, all data is merged on one platform at the office.



The environmental planning office of Dr. Klaus-Jürgen Maier prepares ecological expert opinions, takes on landscape conservation measures, accompanies construction projects and carries out species or environmental protection assessments. One of the most long-term projects is the ecological monitoring of Stuttgart 21. With his team of biologists and environmental specialists, Dr. Klaus-Jürgen Maier has made a name for himself in Baden-Württemberg - especially when it comes to species protection. The planning and functional control of environmental protection measures, the documentation of protected animal and plant species or the environmental control of construction projects are part of the daily business of the office. A major challenge in this work is to record and process the results from field work in a modern and digital way.

Random adherence to schedules

Dr. Klaus-Jürgen Maier: "Our work usually takes place outside and office work is therefore often perceived as a burden. It's also problematic that schedules and tasks are constantly changing, for example because of weather conditions or delays in a construction or development project." In addition, he says, it must be understood that bats, for example, can only be observed, counted and mapped at night, but subsequent documentation must be entered into the system at the office during the day. Dr. Maier knows that in these situations, there is a lot of overtime and a heavy workload. "Biologists regularly have a problem meeting deadlines, because external factors often take precedence and the equally important administrative tasks then end up at the back of the agenda," he says.



Maximum capacity reached

Due to the numerous postponements and the fact that it is a small team, the workload limits of Dr. Maier and his staff were reached at some point. In addition, the meetings and the exchange of information among each other were not effective either. As a result, they considered what needed to be changed in order to move from unsatisfactory "project work on demand" back to a normal work rhythm, successful projects and accurate, reliable documentation. It was quickly agreed that only a consistent move towards a digital but practical project management tool could provide a solution. During his research, Maier came across the Munich-based software manufacturer and recognized the potential of this platform for his eco-office. "It is always difficult to change habits and processes. There were also concerns about new technologies," Maier recalls.

Quick wins convinced

The introduction of InLoox quickly resulted in concrete improvements and also relief for all employees. The very good integration with Outlook was of great advantage, which was also a major reason why Dr. Maier chose the so-

lution. Especially when coordinating complex projects, positive effects can be observed quickly due to the fact that data can now be uploaded to the system very easily via an interface and is immediately available to all parties involved. "In our business, the smartphone is playing an increasingly important role as a "mobile desk,"" explains the environmental expert. For example, in environmental construction monitoring. Here, identified issues often have to be clarified with colleagues, the building owner or the responsible authorities. This has to happen quickly and be well documented, for example, when employees are on field appointments and discover that danger is imminent. "InLoox makes it very easy for us to store our data, which we have collected on the move with the InLoox Mobile App on site in nature, to share it with colleagues and to coordinate the next steps. We don't need mails anymore and that is a huge relief."

What used to be time-consuming and complicated is now much faster and, most importantly, available to everyone in the project. In the past, overtime was often worked off immediately after observations and monitoring, and colleagues had to wait with the evaluation until the person who had recorded the data on site was back again. Now, everything is stored directly in InLoox and everyone has access. This saves time, reduces misunderstandings and thus ensures better mapping quality, for example.

Providing structure

Now that the project management software has settled into the daily routine at the eco-office, new features are gradually being added and the solution's bandwidth is being further explored. Tasks are now structured and completed according to the Kanban method, which still gives Dr. Maier's employees the necessary freedom, but at the same time ensures that nothing is forgotten or lost. Reports and documentation are also being revised. In the past, there used to be difficulties, because the reports and documentation are the basis of the invoicing to the customers. Since the introduction of InLoox, many issues have resolved themselves and invoicing takes only a fraction of the time compared to the past.

For Dr. Maier, the Outlook integration is the crux of his project management solution, especially because e-mails can be stored directly in the project as documents. This means that all project documents and information are in one place. Looking for relevant information and with more than 1,000 projects in the background, he and his employees no longer need to work their way through a jumble of hundreds of e-mails. At the same time, this has boosted employee acceptance of the solution. And on his management page in InLoox, Dr. Maier always has a complete overview.

> **With InLoox, we were able to eliminiate time wasters in documentation and due to administrative tasks.**
>
> **Dr. Klaus-Jürgen Maier, Owner**

“Insight into the current state"

This is only possible because the team stores all relevant data in InLoox. Time tracking is now not only easier and more comprehensible - it is also much clearer to see which tasks take up a particularly large amount of time. This helps to prevent and counteract bottlenecks.

07 ebnat AG

Industry:
Production

(Interdental, tooth and household brushes)



With a single click from Outlook into the project world

Swiss ebnat AG manages product development with InLoox

The Swiss ebnat AG is an internationally active traditional company and leading manufacturer of interdental, tooth and household brushes. Core competencies are brushes made of wood and plastic as well as an own plant engineering. Flexible product development geared to market demand plays a central role in the company's success. For this reason, ebnat is constantly developing its products simultaneously and in parallel, which is quite complex due to the partly overlapping machines and resources as well as a multi-stage manufacturing process.



©ebnat AG

In order to be able to successfully implement projects and tasks that arise and not overburden the necessary resources, the company must raise its project management from spreadsheet control to the next level. The goal is to ensure greater transparency and interconnected communication.

Challenging project coordination

The various product development projects are part of daily business at ebnat. With the large number of projects, it is important not to lose the overview and, above all, to set the right priorities. With the increasing number of multi-stage projects and the necessary flexibility in implementation, manual control of the projects is beyond the capacity of the company and unnecessary difficulties arise.

Everything from a single source

Thanks to its seamless Outlook integration, the project management solution InLoox offers an easy entry into a project management that is both pragmatic and structured. Now, project members have a platform at hand with which they can control their projects effectively from Outlook.

More overview and better forecasts

Since ebnat has been using InLoox for its product development projects, those responsible have an overview at all times and can manage their projects in a more targeted manner based on real-time information. In addition, the double workload of individual employees due to their involvement in several projects has also decreased and the effort required to manage and maintain the projects has been noticeably reduced.

> **Everyone works with Outlook and that's why entering the world of project management via Outlook is so convenient. With InLoox, Outlook and the PM world are growing ever closer together and Outlook is virtually becoming the backend of the project management world.**
>
> **Thomas Hilberer, project manager**

08 Emons Spedition GmbH

Industry:
Transport and Logistics



Transport and logistics service provider operates with project management solution

Emons Spedition improves tranparency in projects

The transport and logistics service provider Emons uses InLoox to be able to handle projects in a target-oriented way and with as little effort as possible.

The challenge for a logistics company, for example, is to identify projects in addition to the daily business. "We were looking for a project management solution to handle our projects more efficiently. We had a project jungle that needed to be eliminated. Transparency and adherence to schedules are important criteria for us," says Gunnar Stellmacher, head of IT, Emons Spedition GmbH.



©Emons Spedition GmbH

About 50 employees of the IT department with various specialist departments as well as two staff units at the head office use InLoox. Other companies in the group also use the solution. Roughly speaking, the share of the project volume that is handled with InLoox is 40 percent. The features most used by users include the project management page, task planning, notes and the central document storage. " Today, the central document repository allows us to create transparency," Stellmacher says. "When I write in InLoox these days, all the information is backed up and centrally accessible to everyone."

Smoother processes, traceable costs, consistent overview

The added value is shown at Emons by the fact that projects now run more smoothly. Frictional losses due to a lack of information have been reduced. Dependencies can be identified more easily. In addition, a project has a pioneering character compared with day-to-day business when the goal, responsibilities, resources and deadline are fixed.

> **InLoox provides an overall view of the project map.**
>
> **Gunnar Stellmacher, Head of IT**

09 eska Ingenieurgesellschaft mbH

Industry:
Hazardous Substance Management



Engineers play it safe

with InLoox, the project management system within Microsoft Outlook

The eska Ingenieurgesellschaft mbH was established in 1993 and is specialized in four main areas of business: management of hazardous substances, management of hazardous freight, water-based coolant emulsions and research projects. In addition to its expert knowledge in traditional areas, eska has a wide-ranging partner network on its disposal to broaden its range of activity and complete its international presence.

Background

"A key factor in our plans to professionalize our project management was a workshop particularly on this topic“, says Joachim Boenisch, general manager of eska. The first idea following this tutorial was to program our own project management software and combine it with Outlook."

The project

Exactly at the same time InLoox caught the attention of Joachim Boenisch. The software implements the requested features correct to a dot: InLoox integrates itself into Microsoft Outlook. The demo version of InLoox soon convinced eska's specialists. Many tests were made and influenced the decision firmly in favour of InLoox, so shortly after the software entered regular operation. "InLoox is the right project management system for all our assignments, being flexible, straightforward and logical to operate. InLoox adjusts itself to the company's workflow, increasing the transparency and effectiveness of projects both by 60% and 20% compared to the past."

Joachim Boenisch especially appreciates the security provided by project scheduling regarding cost-benefit equation. The project history supplies important information for future projects. "Since we are using InLoox, we've been able to give fast, precise planning, costing and project transparency to our well-known customers at the push of a button. The Excel readouts produced by the report generator are a major contributing factor," are Joachim Boenisch's enthusiastic words about the efficiency of InLoox, which is currently in use at eska on a system consisting of one server and five clients.

Conclusion

- ✓ eska has achieved a significant improvement in project transparency
- ✓ Traget/actual analyses increase efficiency
- ✓ Transparent planning and costing at the push of a button

> **Since we have been using InLoox, we've been able to give fast, precise planning, costing and project transparency to our well-known customers at the push of a button. The Excel readouts produced by the report generator are a major contributing factor.**
>
> **Joachim Boenisch, General Manager**

10 Fendt / AGCO GmbH

Industry:

Maschine Engineering

(Agricultural machinery)

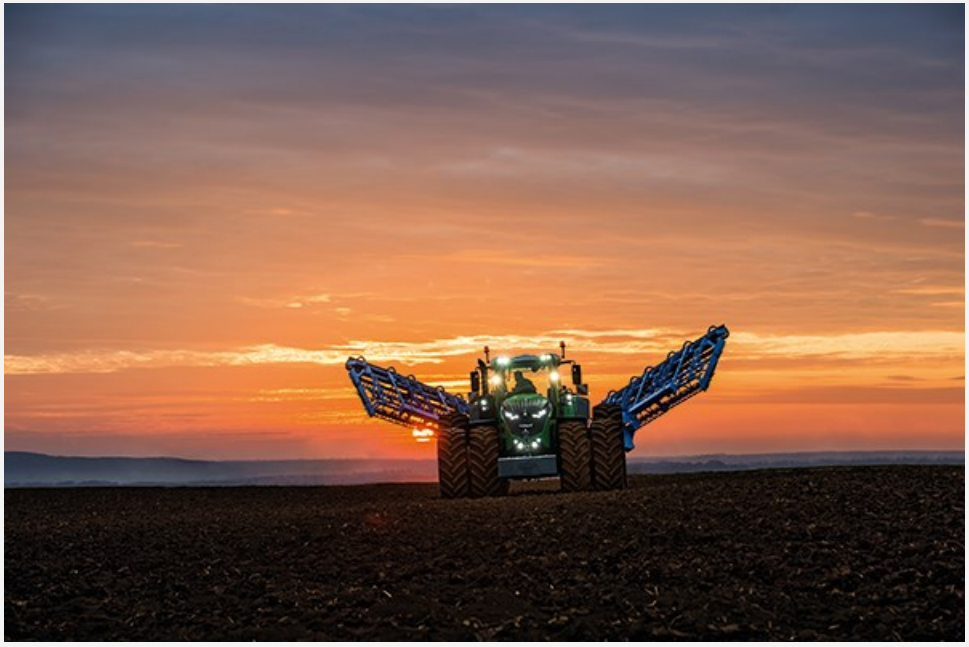


Equipped for the future with modern project management:

Agricultural machinery group AGCO/Fendt relies on InLoox for project planning

As a leading high-tech brand, Fendt tractors and harvesters are an important core area of the AGCO Group. More than 4,200 group employees ensure that the innovative power of modern technologies is reflected in Fendt products. Working on projects and completing them on time is an important part of this.

"A central aspect of our projects is deadline management. The challenge lies in coordinating deadlines in various interwoven projects," says Florian Hanrieder, head of digitalization, Fendt Strategy Office. That's why they were looking for a software that would take the burden off employees on a day-to-day basis and make it easier to coordinate projects, because most Fendt employees are involved in more than one project. Since there are complex horizontal dependencies at Fendt, especially in deadline management, on the one hand, and a hierarchical gradation of the project landscape on the other, it was important to find a solution that would meet these requirements while being easy to use. "Thanks to the integration with Outlook, the barrier to entry was much lower than if we had started with a completely new software," says Hanrieder.



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Since the implementation of InLoox, the adherence to schedules and the transparency of the project landscape have improved noticeably. Department managers have a quick overview of all projects, see daily where the projects are at the moment and what the status of the milestones is, which is owed not least to the global calendar that has been introduced.

> **As it often happens when new software is introduced, our employees were a bit reluctant at the beginning. This soon changed, however, when they realized, how much time InLoox is saving us. We used to invest a lot of time an energy so ensure, all our projects were aligned. This is a lot easier now**
>
> **Florian Hanrieder, Head of Digitalization,**
> **Fendt Strategy Office**

11 Fraunhofer-Institut für Werkzeugmaschinen und Umformtechniken IWU

Industry:

Research & Development

(Automotive and mechanical engineering)



More efficient planning, team coordination, document management & deadline control

Employees of the Fraunhofer Institute IWU chose the project management software InLoox

The Fraunhofer Institute for Machine Tools and Forming Technology (IWU) is an organization engaged in research and development. It operates in the field of production technology for the automotive and mechanical engineering sectors. The main focuses of research are the development of intelligent production systems as well as the optimization of their related manufacturing process. In brief, Fraunhofer IWU helps enterprises to plan and launch new products effectively. This requires a solution which streamlines the development processes for individual projects and optimizes resource and task allocation. In order to fulfill these demands, Fraunhofer IWU was looking for an enterprise-proven software solution.

Fraunhofer IWU uses InLoox for the efficient planning, team coordination, document management, and progress control of development contracts. “As we always work on several projects at the same time it is very important for us to keep an instant overview”, Sören Scheffler explains. “With InLoox, our team can see immediately which tasks of which projects have to be done in which order. This helps to prioritize work and organize it simply and efficiently.” Also, the project management tool supports the group leaders of the institute during the distribution of new tasks. In addition, the resource planning clearly displays which team member has free capacity and who is overloaded. Group leaders can thus specifically allocate new tasks.

Efficient development of magnesium forming technologies

InLoox organizes all information such as emails and documents of the project, e.g. the development of magnesium forming technologies. In the future lighter body cars will be built with this light alloy. Thanks to the InLoox the minutes of past meetings are always available even during a telephone conversation. Also, InLoox provides a powerful notification feature: project managers and group leaders can be informed about the current status of ongoing projects. Redundant work is drastically reduced, as are reporting and meeting overheads

> **With InLoox, our team can see immediately which tasks of which projects have to be done in which order. This helps to prioritize work and organize it simply and efficiently.**
>
> **Sören Scheffler**

12 Hugo Hamann GmbH & Co. KG

Industry:
Office Supplies &
Equipment



Higher customer satisfaction at Hugo Hamann:

With digitalized processes in sales, technology and software consulting, the full-service office outfitter optimizes customer care

At Hugo Hamann GmbH & Co. KG, a full-service office supplier in northern Germany, the workforce has provided the impetus to modernize and digitize processes in customer support. Specifically, in the IT system solutions department, where around 90 employees in the three departments of sales, technology and software consulting serve medium-sized companies. From hardware and software equipment to cloud solutions and services, small and medium-sized enterprises, craftsmen's businesses, law firms and architects' offices: the different customers can obtain everything from a single source.



Hugo Hamann headquarters ©O. Malzahn

Prepared for the future

In view of the rapidly growing structures of the traditional company, process optimization between the departments became indispensable. This triggered a change management process that ultimately resulted in the implementation of a new project management software.

The goal was to bring the three departments together and to establish a continuous, cross-departmental process from sales to technology to software consulting. For organizational, economic and technical reasons, Hugo Hamann finally decided to implement the project management solution InLoox PM. Since the employees are already familiar with Microsoft Office, a solution with an integration into Outlook is easy to use and learn for them. In addition to the price/performance ratio, the fact that the solution runs "on premise", i.e. on Hugo Hamann's own systems, also played a role. This also fits in with the "in-house strategy", which goes hand in hand with the company's high value-added depth.

How do you work?

Janine Butenberg was responsible for the introduction and implementation. She started work as IT project manager at Hugo Hamann with the launch of the new solution in April 2020. As a key user, she was also responsible for providing training to all colleagues together with the key users in the respective departments. Due to the CoVID19 pandemic, the training sessions for the key users had to be held online by InLoox's training department. The introductions to the new system extended to a total of four times two hours.

While the implementations were running from April to mid-May 2020, Butenberg conducted process surveys in parallel. In this context, employees were asked about their workflows. The processes were recorded using the graphical specification language BPMN (Business Process Model and Notation) and process templates were implemented in InLoox. The goals and wishes were recorded in a regular management meeting with the department heads and the head of the department. Finally, a manual was written.

Hugo Hamann started productive work with the project management solution in mid-August 2020. According to Butenberg, the implementation also went so quickly because the software and the introduction process were identity-forming, which is also expressed in the fact that "everyone from the specialist department stuck together more."

Overview and transparency as well as more effective and efficient project planning

Meanwhile, all 90 employees of the IT system solutions department work with InLoox. For each order, there is a project manager with a team of employees in sales field service, office service, software consulting and technology. In addition, customer inquiries are handled centrally by one contact person. This person creates a target document that contains cross-departmental information about the customer's wishes, type and number of products, deadlines and contract details. The project plan can then be used, for example, to distribute tasks to employees and to monitor deadlines and budgets.



Janine Butenberg
©Hugo Hamann

Because the project plan is presented as a Gantt chart, tasks, deadlines and resources can be dynamically visualized for the respective customer projects. The nature of the projects at the customers is very variable, and the project duration can extend over a period of several months. For example, if a new ERP software is being introduced there. Within the first ten months after the launch of InLoox, more than 50 projects have been created. Since everything is mapped in a central system in InLoox, colleagues are more productive, according to Butenberg. In addition, customer satisfaction is increasing.In addition, the controlling of projects has improved significantly. This means that teams, as well as project managers and department heads, can generate evaluations of workload. They also find out when they can start a new project, for example, by looking at the degree of completion of their current project.

For the future, Hugo Hamann plans to expand the dashboard and further develop the reports. In this context, the company has already created its own time tracking report. The time record from InLoox, which the IT system house's customers sign off on when they accept the respective project, is used to finally incorporate this into the invoicing process.

> **Since everything is mapped in a central system in InLoox, colleagues are more productive, and customer satisfaction also increases.**
>
> **Janine Butenberg, IT Project Manager**

13 implantcast GmbH

Industry:
Medical Technology



Integrative project management platfrom sets new standards

Better overview of research and development projects at implantcast

The medium-sized medical technology company implantcast from Buxtehude is one of Germany's hidden champions. For over 30 years, it has stood for modern prostheses and innovative medical instruments. More than 600 employees develop, produce and distribute these groundbreaking products directly in Buxtehude. In order to be able to react even more agile to the needs of physicians and patients in the future, implantcast wants to redefine and set up the framework for the planning and implementation of projects.

Challenge

As a highly specialized medical technology company, implantcast regularly has to develop new products and complete them to market maturity. In order not to lose track of the numerous research and development but also other projects, the company decides to introduce a consistent project management concept. The most important aspect is that it can be smartly integrated into the various company departments and into the day-to-day business of the project members. The goal is to install a central platform through which all projects can be planned, implemented and controlled within a fixed framework.

Solution

During the research, the service portfolio of InLoox was convincing in many ways. On the one hand, due to the fact that it is the only project management solution integrated in Outlook and, on the other hand, that the functional spectrum matches implantcast's requirement profile by 90 percent. In addition, InLoox is available as an on-premise solution, so that the medical technology company can continue to host its highly sensitive development and patient data on its own servers.

Result

By implementing InLoox, project work at implantcast can be raised to a new level and, above all, be made more transparent. The advantages are especially noticeable in cross-departmental projects: resources can be better overviewed and planned, dependencies are comprehensible at a glance, time forecasts are more realistic and the unprecedented transparency provides for aha effects and motivates the employees to deal even more intensively with the possibilities of InLoox.

> **When we were looking for project management software, there was a 90 percent match between our specifications and InLoox's specifications.**
>
> **Felix Meyer, Project Management Unit**



Felix Meyer ©implantcast

14 ISG Intermed Service GmbH & Co. KG

Industry:
Medical Technology,
Commerce & Logistics



ISG Intermed supports supply chain collaboration

InLoox as a virtual space for projects

Intermed, an owner-managed trading and logistics company, works as a partner with the laboratories in the LADR laboratory network Dr. Kramer & Kollegen with more than 20 independent laboratory locations. The challenge is to coordinate the various tasks that this cooperation entails. Above all, the fact that different sites are affected and tasks are interdependent makes the coordination processes more difficult. In concrete terms, the coordinated implementation of IT projects was extremely complicated. Above all, because different IT standards prevailed in the Intermed branches and in the LADR laboratories, cooperation did not always run entirely smoothly.

Kanban in the cloud



©ISG Intermed

Borris Hoffmeister, IT security and process manager at Intermed, therefore went in search of a cloud solution that could be used as a central communication platform and for joint task management. He became aware of InLoox via the Internet and realized that this solution offered exactly those features he had defined in his requirements profile. Hoffmeister: "We were looking for a tool with which tasks can be distributed and processed easily - not a complex project management solution whose application has to be learned in a time-consuming way. The fact that InLoox is a cloud solution and comprehensively integrated with Outlook was a plus right from the start. The Kanban Board and the ability to collaborate across system and network boundaries then tipped the scales."

This pragmatism is also reflected in the decision-making process. After a short test phase, Intermed's IT department decides to implement the software and also starts with the first projects - software migrations, updates and rollouts. Especially the better marketing and the communication of innovations of the so-called " order entry" system started to be handled via InLoox. The goal was to inform the customer faster and more effectively about updates and improvements.



©ISG Intermed

New project roles and better resource planning

"We also took part in a training course at that time, where we learned many interesting tricks and possible uses," says Hoffmeister, who explicitly praises the software manufacturer's support and training team in this context: "At InLoox, we've always been helped quickly, well and in a friendly manner."

Intermed has around 20 licenses in use in the areas of marketing, laboratory

organization, hospital, IT and in the medical profession. These primarily use the solution via the Kanban board feature. Moreover they use the Gantt planning when they want to find out about the project status or want to intervene in the project control. "If, for example, we have the rollout of an update, we can see the time and personnel framework conditions in the planning overview and can act accordingly. This makes it easier to avoid planning errors, for example in the use of resources, and to carry out rollouts more easily," says Hoffmeister, describing his experience. He is pleased to tell us that he has not had any employees "double-scheduled" since then.

Noticeable improvements



Borris Hoffmeister ©ISG Intermed

His colleagues are also satisfied, because the desired assignment of tasks to project members is easier. Everyone knows which task the other is currently working on and the progress of the various tasks can be tracked at any time. Hoffmeister can also observe a faster, more effective processing of tasks: "Thanks to InLoox, no one can claim anymore that they didn't know about the task to be executed. But at the same time, everyone can schedule and work through their tasks quite flexibly. We now have better communication and faster processes, which saves us time and money."

In the IT department, the advantages are even more extensive, because here, the solution is not only used for task management and communication, but also planning and controll features are used. " Here, it's good that you can work very simply and effectively with InLoox. The solution is not overloaded like other project management tools, but you have everything you need, compactly and clearly together," summarizes Hoffmeister, the IT specialist. He finds it particularly practical that nothing gets lost anymore, everyone can divide up their tasks and work from any location - an advantage that is clearly evident, not least in times of Corona.

> **On the way to increasing efficiency, InLoox has helped us a lot, especially because the web interface, which can be accessed from anywhere, allows us to include all LADR and Intermed locations.**
>
> **Borris Hoffmeister, IT Security and Process Manager**

15 Mayer & Cie. GmbH & Co. KG

Industry:
Machine Engineering

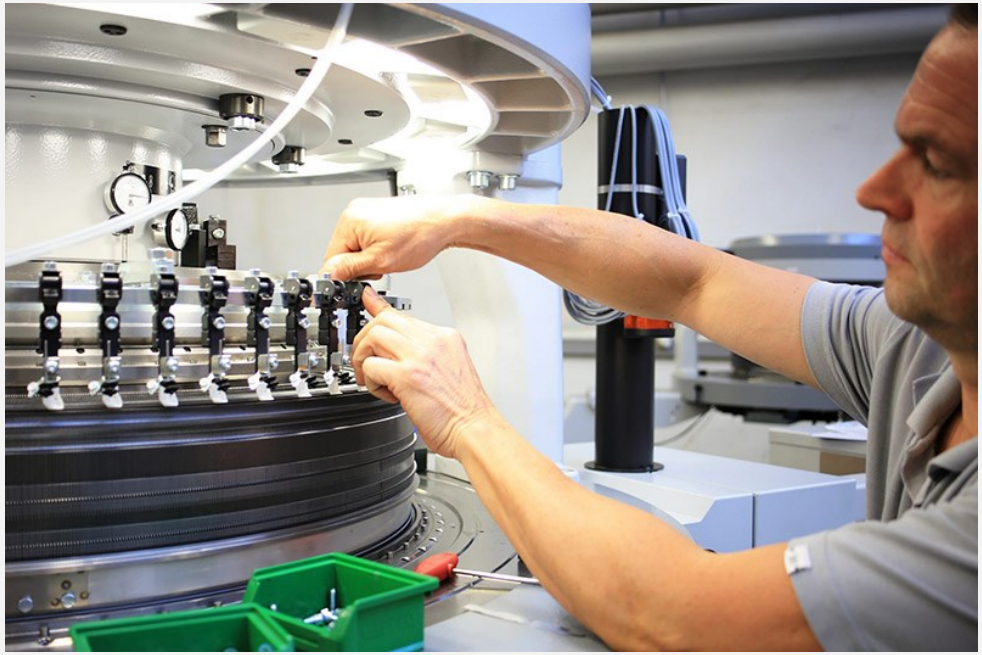
(Circular knitting and braiding machines



Meeting deadlines thanks to structure, strategy and transparency

Project management software for manufacturing & engineering in use at bei Mayer & Cie. GmbH & Co. KG

Mayer & Cie., a medium-sized production company and global market leader in circular knitting machines, uses InLoox to meet deadlines in the construction area better and thus increase its competitiveness.



©Mayer & Cie.

Lack of planning, poor transparency and constant changes

For economic reasons, Mayer & Cie. decided to introduce software-supported project management in the engineering area. Zoran Raic, development and design manager: "Before 2016, we simply didn't have any project management and also no freelance project managers. Projects were taken over by the development engineers, who filled the role of the project coordinator individually, intuitively and with experience. However, there was a lack of project planning, with the result that development times for new circular knitting machines ranged from two to five years. In addition, there was no project transparency. The impact of constant priority changes was also lacking in transparency."

What is the solution?

Mayer & Cie. introduced InLoox to comprehensively map engineering processes and projects in order to gain a more transparent overview in both day-to-day business as well as strategic projects and to structure the way of working.

View and evaluate strategic projects more realistically

The strategic projects are now mapped in InLoox in a plan containing nine phases - ranging from the concept phase to the field test phase and finally to the development approval. For the project manager, this does mean a large number of sub-projects to manage. But thanks to prioritization by due date, meeting deadlines in the engineering area has improved significantly. Today, you know relatively precisely how long a process will take and what time frame you can give a customer for the development of a new machine. In addition, figures, data and facts can also be presented, such as the fact that the "procurement time for prototype components takes about nine weeks" or when additional employees are needed in the event of capacity problems.

> **We have vastly improved our adherence to deadlines with InLoox.**
>
> **Zoran Raic, Head of Development & Engineering**

16 medius KLINIKEN gemeinnützige GmbH

Industry:
Healthcare



More time for core competencies

Through effective project management with InLoox

The total of four Swabian clinics use InLoox to enable 300 users to work more effectively on joint projects across departments and locations. An important decision criteria for the clinic management was the integration of InLoox into Outlook as well as the intuitive user interface. It largely eliminates the need for training and at the same time ensures a high level of user acceptance in dealing with the new application.

medius clinics ensure professional medical services at the locations Kirchheim, Nuertingen, Plochingen and Ruit in Germany. Each project involves various specialists - often distributed throughout the enterprise. For example, the new building complex project at the location Nuertingen concerns medical staff, project teams and management executives all at once. This requires a solution that coordinates resources in real-time, regardless of location, department or branch. In order to meet these challenging demands, the corporation was looking for an enterprise-proven software solution. “We demanded a software simple-to-use, yet suitable for project management in an enterprise environment. Lengthy training sessions for our 300 users throughout the organization would have been way too costly”, explains Gerhard Bauer, the customer’s IT division leader.

InLoox now empowers the four hospitals to manage projects efficiently and successfully. This includes project planning, resource allocation, project document management, time and expense recording as well as project accounting and reporting. Besides, InLoox provides a powerful notification feature: stakeholders and executive officers, who are not directly involved in a project, can be informed about its status and the expected completion date. In addition, team leaders have access to the progress of all construction tasks in their division. Easy-to-use role permissions secure project data in a very powerful and flexible way.

Redundant work is drastically reduced, as are planning and reporting overhead; medical personnel have more time, allowing them to focus on their core competence.

Moreover, InLoox complies with the customer’s complex Citrix/Terminal Server farm. The project management software fulfills this requirement without drawbacks. InLoox uses the existing Microsoft Active Directory structure for its own permission management and access control. Also, the replication feature of Microsoft SQL Server is fully supported, providing a centrally deployable offline-use. Hence, InLoox has shown to be the ideal choice for the enterprise that uses Microsoft and Citrix technology extensively.

> **We demanded a software simple-to-use, yet suitable for project management in an enterprise environment. Lengthy training sessions for our 300 users throughout the organization would have been way too costly.**
>
> **Gerhard Bauer, IT division leader**

17 myAbility Social Enterprise GmbH

Industry:

Consulting & Services

(Inclusion of people with disabilities)



Inclusion projects successfully planned and implemented with InLoox

myAbility benefits from greater transparency and thus can reliably manage even complex tasks

Michael Aumann, CEO of myAbility, first came into contact with the idea of a social consultancy in 2013 in his then position as a consultant at Accenture. At that time, the intention was to develop a concept together with myAbility founder Gregor Demblin on how to successfully bring together professionally talented people with disabilities with commercial enterprises. The big goal behind this was to get companies to rethink. Away from the idea that people with disabilities should be happy to have a job at all, and toward the realization that they not only do good work, but also enrich a company in many ways.

Connecting People



©my Ability| Renée Del Missier

When the concept was finalized, Aumann and Demblin were already so closely connected that the consultant joined myAbility and took over as managing director. Michael Aumann: "I was motivated by the idea of contributing a part to ensuring that 15 million people who have some form of disability, be it physical or mental, in the DACH region alone are given the right to equal opportunities. I wanted to bring this idea to companies via the consulting level."

Today, there are three approaches to realizing the matching between the companies and the 'talents`, as they are called at myAbility: the job platform, the myAbility Talent® program, and the consulting concept. Since these areas are highly interconnected, it is all the more important to maintain an overview. Which is not at all easy, since the company is constantly evolving and expanding. Aumann explains: "From my previous consulting work, I knew how helpful it is to implement complex interrelationships or projects with appropriate tools and to control them using Gantt charts. Nothing as big as MS Project, but a small pragmatic tool. That's why I started looking for a solution." The requirement profile: the solution should be effective and user-oriented. Intuitive to use, meaning no specialist knowledge is required, and scalable so that it can be easily expanded in use as it grows."

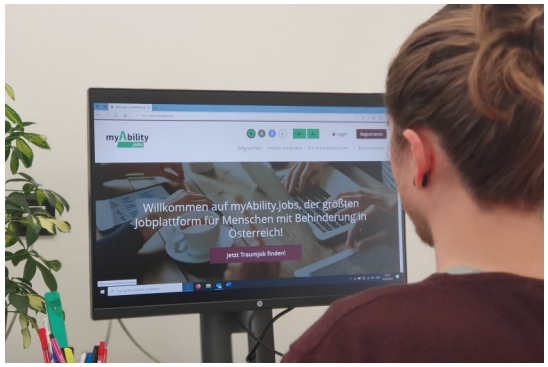
Collaboration, project management Software & more

During his research, Aumann came across the IT donation portal "Stifter-helfen", which brings non-profit organizations and business enterprises together to support non-profits with IT donations, special conditions and services. There he found the project management solution InLoox, which appealed to him and which he tested right away. Then, when the next big projects came up, he took that as an opportunity to introduce InLoox to myAbility in 2018. "The basic training we did in parallel with the introduction of the software was very helpful. Here, we learned so many tips, tricks and shortcuts that make everyday project work much easier," says Katharina Schweiger, Head of Talent Program. Especially when it came to integrating external people, the added value could be seen quickly: "We have a dynamic, creative young team that comes from a wide variety of industries. InLoox is an excellent way to incorporate all of them, and the tool provides good guidance for implementing the variety of tasks and projects from our talent program."

It´s a match!

The myAbility Talent® program covers a predefined period of nine months, during which potential talents, i.e. students with disabilities who have special skills, are first identified so that they can then be coached and prepared for the world of work. In parallel, the search for potential employers - companies

that create accessible work opportunities and are looking for a new employee - runs. Finally, myAbility organizes a meeting to get to know each other. Aumann reports, "40 to 50 percent of the talents we connect receive a concrete offer afterwards. With about 28 participating students and a maximum of 10 companies per round, that's a good rate."



©myAbility

"You can imagine that this matching process consists of many small project steps. We have mapped all of them in InLoox, " Schweiger says. Because the tool has schedules, shows dependencies, and maps who does what and when, everyone is always well informed. The head of the talent program is particularly enthusiastic about the Gantt chart, which makes it much easier for her to manage employees and their tasks in different project phases. They, in turn, mostly work according to the Kanban method or use the mind mapping features. Procedures they are already familiar with from their apprenticeships or studies.

On track for growth

With InLoox, myAbility feels well prepared for the next steps. The company currently has 25 employees in Vienna. It has also been active in Germany for two years and wants to expand its activities here. Just recently, the company took over the German market leader Capjob and is now the largest job platform for people with disabilities in German-speaking countries. For this reason, the company welcomes the fact that employees who do not have their own licence can also be integrated into InLoox. Schweiger emphasizes, "It is of course very practical to be able to assign tasks to these colleagues and thus involve them in the implementation of such projects."

So far, myAbility has not only used this option in the context of the talent program, but above all in the conception and implementation of the inclusion calculator. The calculator is intended to enable companies in the future to independently calculate which financial advantages result from inclusion projects. "Here, we also work together with a funding body, and it is helpful that we can visualize and document everything with InLoox, as well as involve external parties," the managing director sums up.

Thanks to the standardized processes, the higher project quality and the scalability of the solution, he sees himself in an excellent position to further advance the vision of a barrier-free, equal opportunity society.

> **Since we have been using InLoox, I feel more secure as CEO because I have a better overview of ongoing projects and because I am always 'on track'.**
>
> **Michael Aumann, CEO**

18 Rügenwalder Spezialitäten Plüntsch GmbH & Co. KG

Industry:
Food and CPG
Industries



What matters most are the employees

Rügenwalder Spezialitäten Plüntsch accelerates projects in the entire value chain with InLoox

Since 2017, the German meat product manufacturer Rügenwalder Spezialitäten Plüntsch has been using InLoox to implement projects in the areas of product development, sales, purchasing, production and management more quickly and effectively.



Elmar Plüntsch ©Rügenwalder Spezialitäten Plüntsch

According to Elmar Plüntsch, member of the company's management board, projects have to be 'SMART' - specific, attractive, measurable, realistic and scheduled to be managed in the software in order to be successful. Currently, 30 users are using InLoox for various deployment scenarios. Avoiding mistakes with the project management solution is, for example, of great benefit to employees in purchasing or in the relaunch of packaging films: Via the document management and the Gantt chart of InLoox, the status can be tracked for all stakeholders at any time and costly misunderstandings are avoided.

Quality and continuous improvement management

In the case that a continuous improvement process (CIP) needs to be examined more closely because the projects have become cross-departmental and complex, Rügenwalder Specialties starts a project in InLoox. Thus, provided that additional executives such as department heads as well as technicians need to be involved, who are not normally involved in the CIP, the participants manage their CIP project in InLoox.



©Rügenwalder Spezialitäten Plüntsch

> **A solution like InLoox increases the probability that a project is successful. With InLoox, internal communication improves, teamwork becomes easier and team meetings more efficient**
>
> **Elmar Plüntsch, CEO**

19 SGB-SMIT GmbH

Industry:
Electrical Engineering



Standardization of internal processes creates free capacities, overview and workload reduction

SGB-SMIT Gruppe integrates InLoox successfully into the global enterprise infrastructure

The SGB-SMIT Group, one of the world's leading manufacturers of power transformers, has its headquarters in Regensburg and six production sites in five countries. In order to enable equally clear and coherent project workflows across locations, the company decided to use InLoox PM for Outlook. Among other things, because the solution was the easiest to integrate into the existing IT infrastructure and was one hundred percent compliant with the company's internal business strategy of 2018.



©SGB-SMIT

After the integration of InLoox PM, not only the coordination processes among all project participants improved. The compilation of the necessary documents, drafts and schedules also became uncomplicated and efficient. In addition, the project managers emphasize that InLoox also solved the problem of inadequate reporting satisfactorily.

The entire team sees clear advantages in the integration of the project management software, which also have a monetary effect. For example, the company saves valuable resources on a large scale because the man-hours are reduced. This in turn reduces the workload of the employees and creates an unprecedented overview of all processes and sub-steps of each project for the project management. Currently, about 300 employees are actively working with the InLoox software. Most of the licenses are distributet internally. However, project participants are also involved at external locations, which means great progress for the often widely spread sites.

> **The integration of the InLoox software into Microsoft Outlook was the significant step for us towards comfortable project planning.**
>
> **Head of IT**

20 Storopack Hans Reichenecker GmbH

Industry:
Packaging Material
& Solutions



Packaging industry goes for customer satisfaction

With InLoox project management, integrated with Microsoft Outlook

Storopack is among the world's leading producers of packing materials and industrial moldings. The company has over 2000 employees throughout the world and offers its services in the areas of packing systems, design and setup of packing workplaces and the just-in-time delivery of all packing materials and machines.

Background

The product range comprises some 8000 items, covering virtually all aspects of the packing industry. Primarily, Storopack sees itself as a service provider. Tailored consulting, both technical and sales orientated, is a major contribution to the success of its customers.

The project

The ever-growing number of projects led to the demand of a project management system, since the maintenance of lists by hand no longer guaranteed the requested level of security and transparency of project work.

"In the course of preparing our decision, we looked at a number of project management systems. Only one was integrated into Microsoft Outlook and no other was as simple to use. So our decision in favour of InLoox was made very easily", tells quality assurance manager Volker Deiß.

Today Storopack has an InLoox server with 10 clients in operation. Volker Deiß was convinced of the simplicity of InLoox in such a positive way he trained his InLoox users himself. After a very short introduction period, the 10 project managers use InLoox at a high level of effectiveness. Especially popular aspects of the program are:

- ✓ schedule monitoring and being able to call up the project status at any time, with date overruns highlighted in red and on-time projects in green
- ✓ high-level of cost transparency and clear assignment of tasks

Storopack focuses on customer proximity and attaches much value to the service aspects of its business. Sales staff are able to make project deals at the customer's site with the help of InLoox. The customer is looking to expand its use of InLoox to improve the transparency of its sales efforts.

Precisely said: all members of sales staff will be able to call up the current status of their projects and be ready to answer customers' questions without delay. Queries about project progress and adherence to schedule are kept to a minimum.

> **The already high level of customer satisfaction at Storopack will continue to rise, while improving the efficiency of our work.**
>
> **Volker Deiß, quality assurance manager**



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