

»As an IT service provider with comprehensive experience in integrated systems – particularly with companies in project, variant, and serial production – arvato systems was an excellent partner, always available to provide support and expertise.«

Denis Klaar,
IT Project Manager at BITO-Lagertechnik Bittmann GmbH



Customer

- BITO-Lagertechnik Bittmann GmbH is a company specializing in storage technology, order-picking systems, and plastic containers that are used in areas such as the food and beverage industry, the chemicals and pharmaceuticals industry, retail, automobile manufacturing, logistics services, and publishing.

TECHNOLOGY PLATFORM

- Microsoft Dynamics AX
- Microsoft SQL Server
- Microsoft Windows XP

Restructuring of IT Systems at BITO

Initial situation A former manufacturer of punched parts and seamless hollow balls, BITO-Lagertechnik Bittmann GmbH is now one of the market's leading specialists in plastic containers and storage and order-picking systems.

The company has also become increasingly international in recent years, with 14 branches throughout Europe and a subsidiary in Dubai, making restructuring of its IT systems a necessity.

Vision BITO-Lagertechnik Bittmann GmbH was looking for an innovative, custom-tailored solution and a provider with comprehensive expertise and many years of experience in consulting services. In the end, the company opted for arvato systems.

After a thorough consultation, the companies agreed on their objectives for restructuring its IT systems:

- Homogenization of the IT infrastructure by way of standardized integrated software
- Transparency and standardized processes in a range of different operating areas
- High availability of information to support decision-making processes
- Structuring and improving business processes and mapping defined processes via standard functions enhanced with customizations

It was particularly important to BITO-Lagertechnik Bittmann GmbH to acquire integrated software in order to make its business processes more competitive.

»From the very beginning, we had a close working partnership with arvato systems that ensured that we would reach our objectives while staying on schedule and within budget.«

Robert Schillinger,
Commercial Director, Member of the Executive Board,
BITO-Lagertechnik Bittmann GmbH

Decision and implementation BITO-Lagertechnik Bittmann GmbH chose the Microsoft Dynamics AX 3.0 solution due to its modernity and flexibility. arvato systems' comprehensive experience in integrated systems – particularly with companies in project, variant, and serial production – spoke in favor of BITO selecting the company as a partner.

In addition to the standard functions of Microsoft Dynamics AX, including such components as

- Financial management
- Supply chain management
- Production
- Project modules
- CRM
- Enterprise portal

custom add-ons were also developed to optimize business processes:

- Order BOMs
- Item configuration
- Sales calculations
- Storage space management
- Blanket and call orders
- Shipment processing

The project was completed on time and on budget thanks in large part to the expert target concept, the highly qualified project team, and exemplary integration of end users.

Any questions? Please contact us.

Your Contact

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An Overview of the Case

INDUSTRY

- Storage and order-picking technology

PROJECT

- Restructuring of the IT infrastructure
- Creating integrated software with standardized processes
- Structuring and improving business processes
- Optimizing product configuration

CONCLUSION

- Working with highly productive Microsoft Gold Certified Partner arvato systems, whose team was able to adapt the standard Dynamics AX 3.0 to meet the customer's individual needs and also expand the program to include important new components, resulted in a user-friendly integrated solution that has helped BITO-Lagertechnik Bittmann GmbH significantly increase its efficiency.