

**Migrating to a new MIS:  
Best Practice from two customer projects**  
Reiner Bachthaler





What's the motivation to change an MIS system?





# Challenge.

Print media industry is characterized by the complexity of its processes.





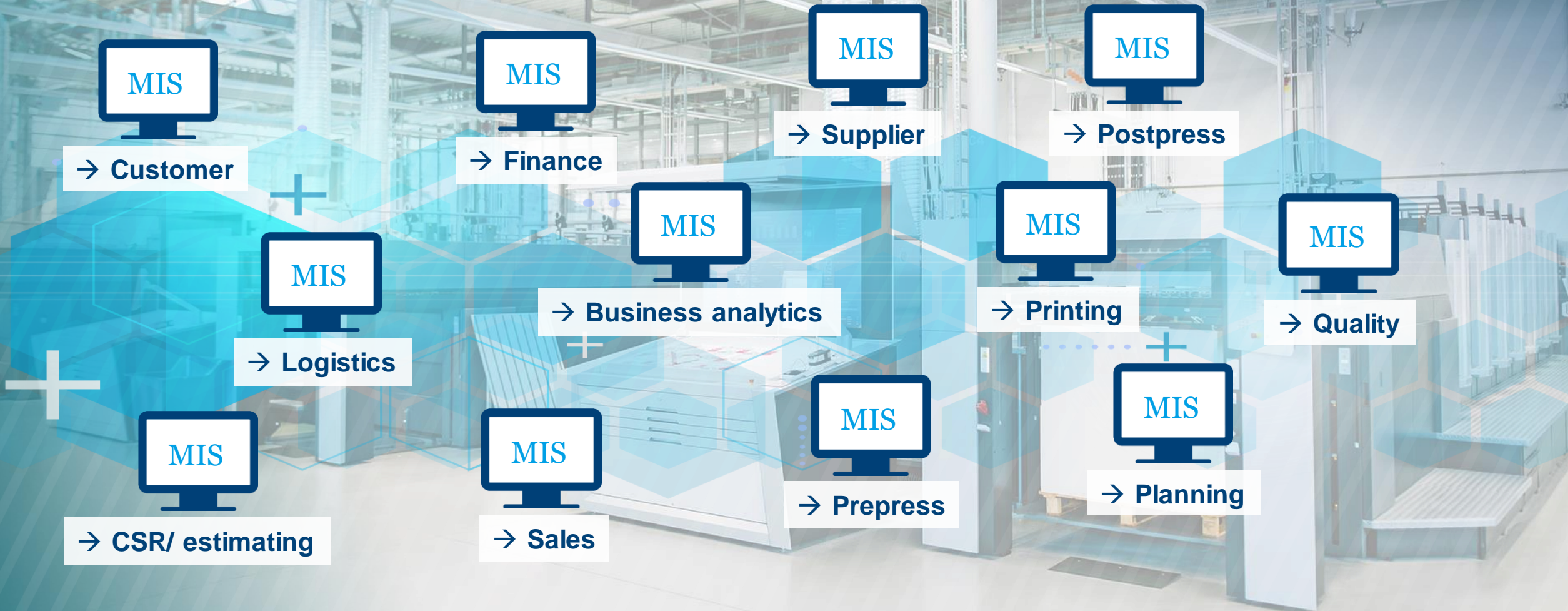
## Challenge.

Especially, if you rethink all work steps,  
job structure and combination, every time  
a job is processed.





MIS is involved in all major areas of a print shop.





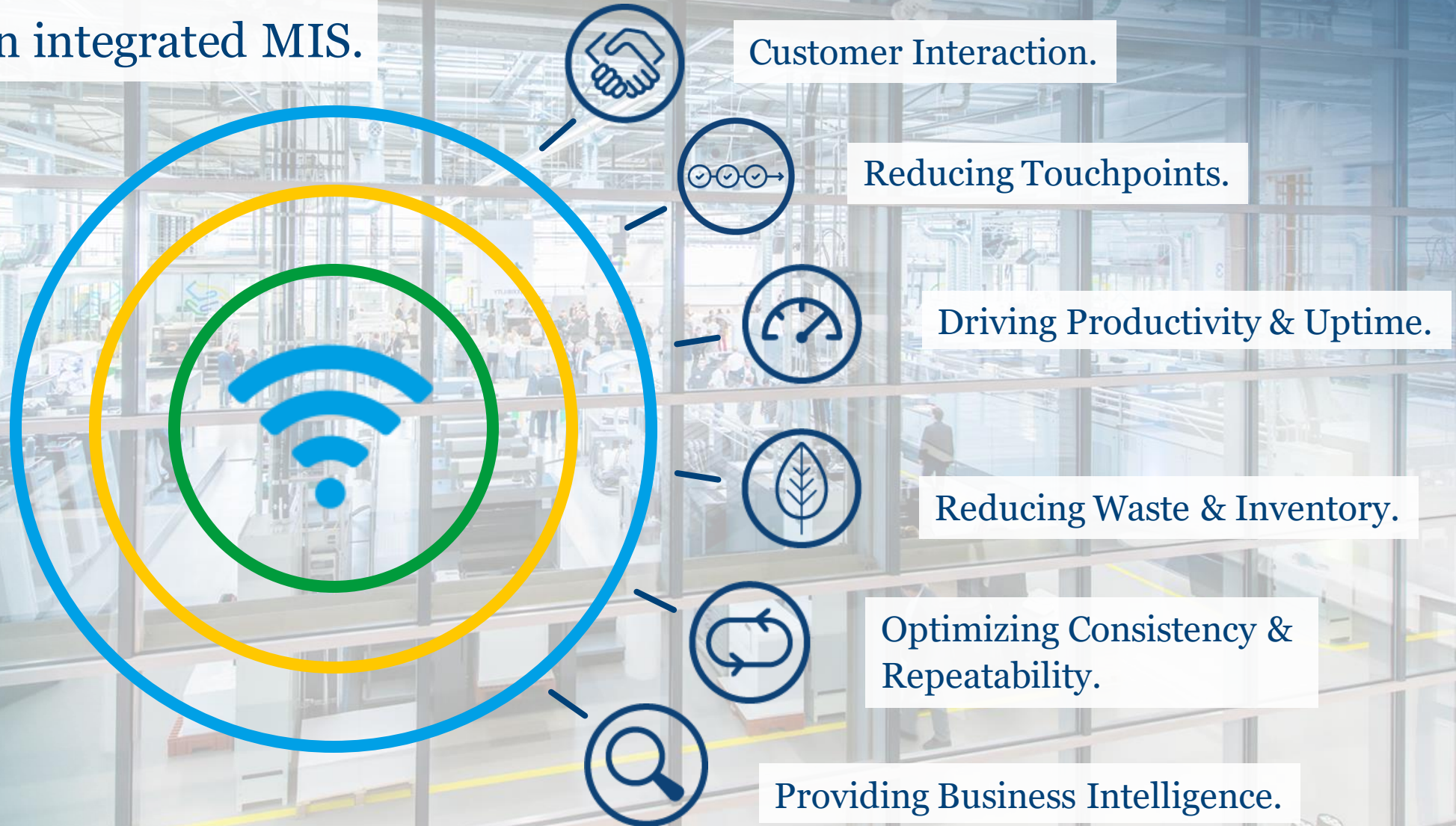
## Challenges and targets for MIS solutions:

- Number of quotes is constantly rising, success rates often very low (10 %).
- Time to quote has to be very short to get the order.
- Even sales reps should be enabled to define requests and quotes out on the road.
- Order manager with less time to issue a quote and prepare jobs for production.
- Integration with production is crucial to increase efficiency.





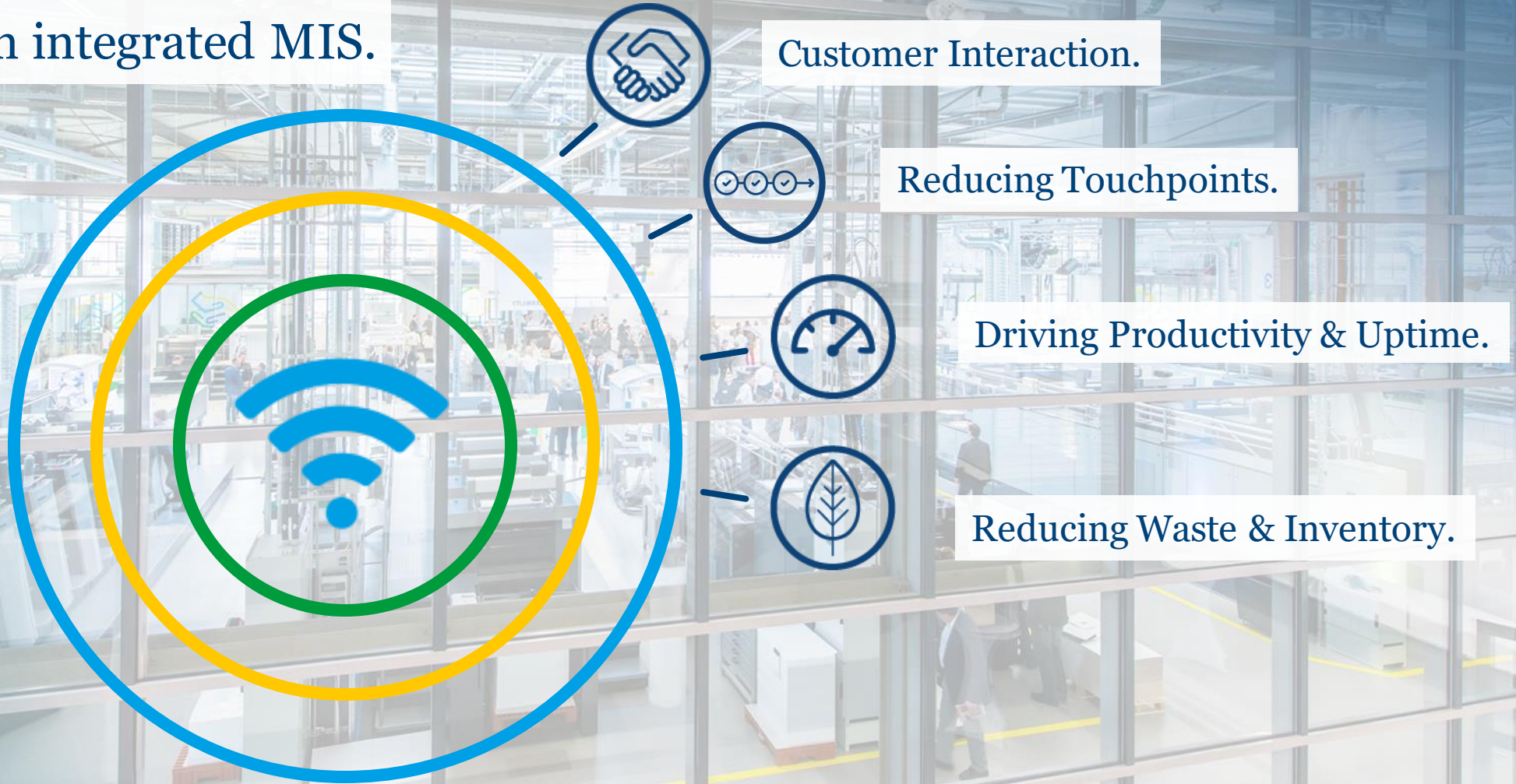
# The steps to a Smart Print Shop – supported by an integrated MIS.





MIS introduction:

supported by an integrated MIS.







The framework for an  
MIS introduction.

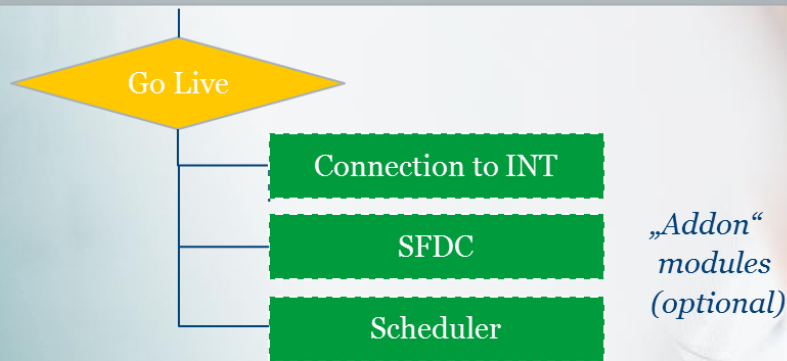
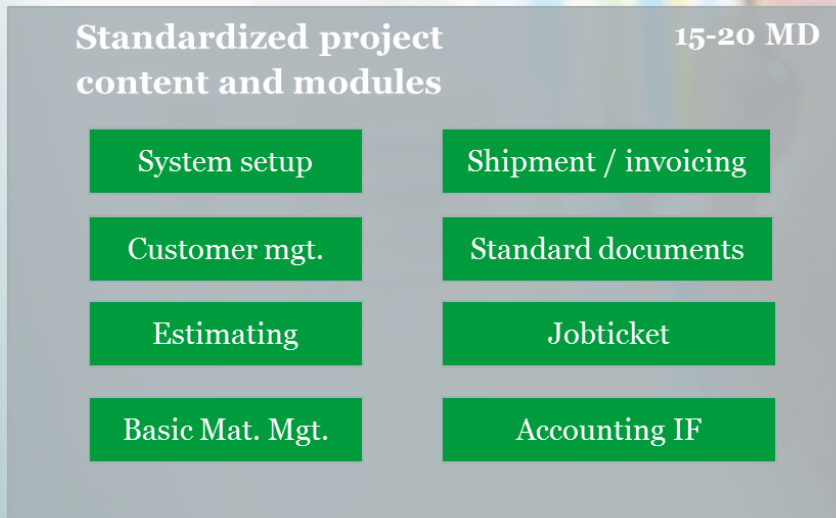




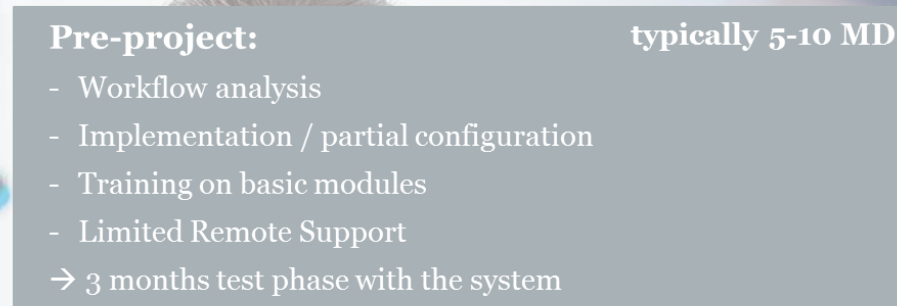
# The steps to a Smart Print Shop –

## Base project vs. “full” project.

### BASE PROJECT



### FULL PROJECT





# MIS base project –

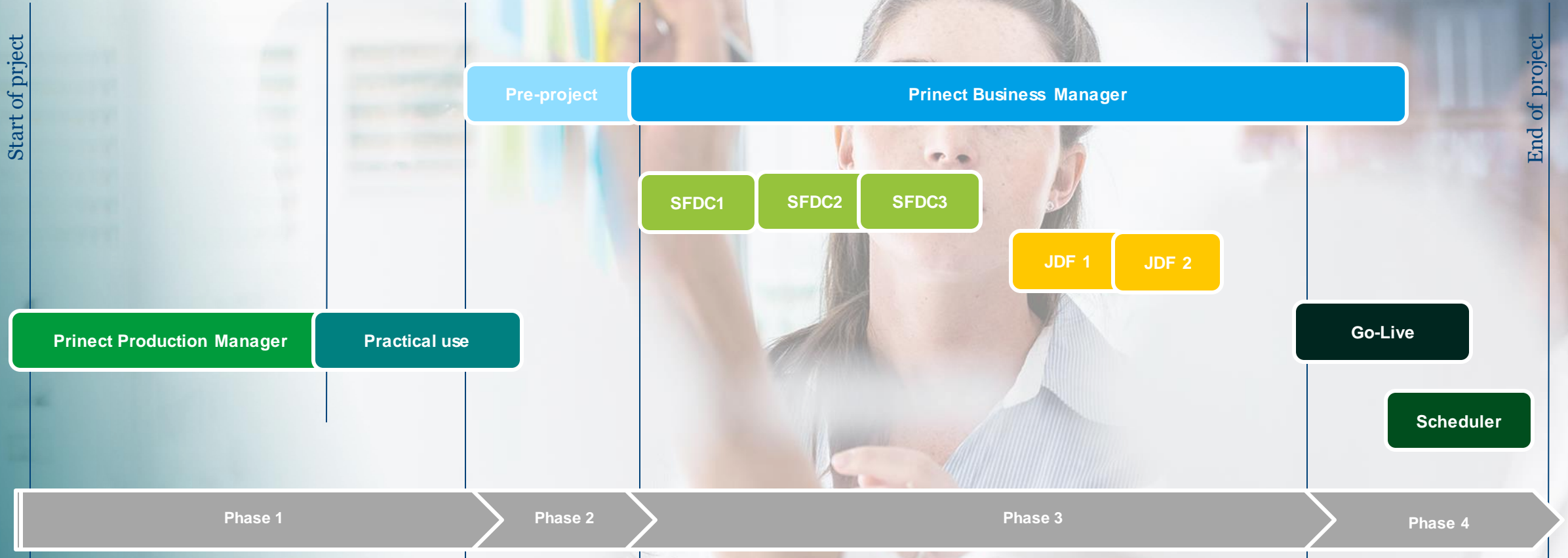
the solution for “small demand” projects.





# MIS full project –

## Prinect Business Manager introduction.





# Introduction of Prinect Business Manager at Poppen & Ortmann.



## Company Profile Poppen & Ortmann.

- Commercial Printer, founded 1846, family-operated in 7<sup>th</sup> generation
- Located in Freiburg (Germany)
- One of the two parent companies of BZ.medien-group, et al. „Badische Zeitung“
- Approx. 30 employees
- Equipment: Suprasetter, Prinect Workflow, Heidelberg presses (Offset and Digital), Heidelberg folder and stitcher



## Status Quo before introduction of Prinect Business Manager.

- Use of the MIS PaginaNet
- Only level1 connection (of MIS) to Prinect workflow
- Separate tools for some areas, like:
  - Scheduling in Excel
  - Transport management in Access
  - Stock management in Access and Excel
- Many special customer requests
- High manual efforts for job creation / preparation in Prepress department

## Targets for the introduction of Prinect Business Manager.

- Overcome use of heterogeneous 3rd party tools
- Faster quotes with less efforts
- Complete integration of MIS and production: maximum of automation (Industry 4.0)
- Less errors and higher repeatability for job creation
- Higher efficiency of production with electronic scheduling
- Lean connection to ERP system (accounting in SAP)
- Online connection to carbon footprint calculator
- Import of paper pricelists





# Prinect Business Manager introduction.



## Introduction of Prinect Business Manager: What has been achieved?

- **System up and running!**
- **Integration between MIS and production works well:  
Significant savings for job transfer to production**
- **Timeframe and resources according to budget / plan**
- **All main interfaces implemented in time**
- **Main project was well-structured with standard modules**
- **System is very flexible, special operator demands can be covered with reasonable effort by the customer**

## Customer feedback: learnings of the introduction project:

- **Pre-project** was helpful to identify threats in advance and judge if system fits to the print shop or not.
- Pre-project speeded up main project significantly.
- **Pre-analysis** is crucial to define how the system should be used and configured.
- **High commitment of project manager** is crucial for project success (train-the trainer principle).
- **Stick to standards as much as possible**, customize only if really necessary.
- **Integration to production workflow** is constantly improved (gets better with the growing experience of the order managers).



Daniel Poppen-Charhouli  
COO of Poppen & Ortmann  
Project Manager for MIS

“

Integration of MIS and production gets better and better. I'm looking forward to the next Prinect versions. Older employees partly need somehow longer to adapt to the new processes e.g. use folding scheme from MIS and do not load stored Signa templates. *Project Manager*

“

The new MIS helped us to rethink our workflows and to automatize standardized procedures. *Project Manager*

“

You have to get used to the system first. But every day I see more of the capability offered by the MIS system.

Employee, Logistic Department

“

I'm not sure if I'm doing everything correctly creating invoices in Prinect Business Manager. I'm already done with my work!

Employee, Accounting Department



# Introduction of Prinect Business Manager at K-Print.





## Company Profile K-Print .

- Commercial Printer in Tallinn (Estonia)
- 53 employees
- Suprasetter
- CX102-5+LX2, HP Indigo 7900
- KH82, Ti52, some Polar cutter, ST100, others
- Complete Prinect Workflow
- Level 1+2 + 3 Integration with Prinect Business Manager



## Targets for introduction of Prinect Business Manager.

- Replace former MIS system Prinance (10 MIS Clients)
- Implement an integrated workflow (Level 1+2 + 3 Integration MIS + Production)
- Increase efficiency in order management (more quotes / jobs with the same capacity)
- Reduce job preparation times
- Higher accuracy and consistency/ less errors in job preparation
- Faster reaction times in customer interaction



## Prinect Business Manager introduction.

→ Staggered Go Live of MIS in 2 phases

Jan 2015

Apr 2015

Jan 2016

Oct 2016

Prinect Business Manager

Integration MIS+Production

PBM Mod. 1

PBM Mod. 2

Internal test phase

SFDC1

SFDC2

SFDC3

JDF 1

JDF 2

JDF 3

Prinect Production Manager

Practice

Scheduler

Addon projects e.g. Plate Pilot

Phase 1

Phase 2

Phase 3

Phase 4

“

Our old MIS could not handle the growing volume of quotes, orders, etc. ...we clearly started losing money due to flaws in the system, because the extent of human factor was too big. With the introduction of Prinect Business, we reached a much higher level of integration between different departments. Rait Rebane, General Manager K-Print

“

The outcome is 75 % less errors in production. But also in commercial processes we now manage up to 50 % more jobs due to faster calculation and analysis of our customer requests. The response time in this respect has been reduced by 50 %.

## Introduction of Prinect Business Manager: Success factors:

- Execution of a pre-project to clearly define the project scope
- Clear and structured project plan with standard training modules
- Professional and highly motivated Project Manager at customer side (Rait Rebane)
- Full support of printshop management for the project
- Restriction of functionalities required for first Go Live: fast success increases motivation



Add-on projects processes from 2017 until now (e.g. Scheduler phase 2, Plate Pilot).



Workflow solutions for Business and Production.  
**Prinect. Driving the Smart Print Shop.**



Thank you very much for your attention.  
**We are happy to answer your questions.**