



## Microsoft Dynamics Customer Solution Case Study



**Customer:** Crespel & Deiters GmbH & Co. KG

**Web Site:** [www.crespel-deiters.de](http://www.crespel-deiters.de)

**Customer Size:** 168 employees

**Country or Region:** Germany

**Industry:** Manufacturing—Chemical industry

**Partner:** Tectura AG

### Customer Profile

Crespel & Deiters GmbH & Co. KG is Europe's leading producer of wheat starch, which is used mainly as an adhesive in the paper and corrugated cardboard industry. Loryma, a Crespel & Deiters subsidiary, provides starch products for the food industry. A total of 168 employees generate sales of close to €92 million a year.

### Software and Services

- Microsoft Dynamics
  - Microsoft Dynamics NAV 2009

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## Manufacturer Sets Course for the Future

“The switch to Microsoft Dynamics NAV 2009 and the reengineering were well worth it. Today, we have a unified, modern, integrated system in place for all of our processes.”

Yusuf Becher, Manager of IT, Communications, and Internal Process Optimization, Crespel & Deiters GmbH & Co. KG

### Business Needs

Founded in 1858, Crespel & Deiters GmbH & Co. KG was one of the first German starch factories. Over time, a highly modern company with global business connections evolved to meet the growing industrial demands of the food industry. Today, the family company is Europe's market leader in adhesives for the corrugated cardboard and paper industry. “Our mainstay is wheat starch. It remains the basis for all our products,” says Yusuf Becher, Manager of IT, Communications, and Internal Process Optimization at Crespel & Deiters.

Since 2001, the Ibbenbüren, Germany-based company has been working with Microsoft Dynamics® NAV. Its business management software sparked the creation of a diverse IT landscape, which consisted of several departmental systems. “By using Microsoft Dynamics NAV, we successfully integrated all processes and tasks into a single platform,” recalls Yusuf Becher. At that time, a flexible program structure, ease of use, and investment security were extremely important in regards to what Crespel & Deiters needed in its business

management software. Microsoft® Gold Certified Partner Tectura AG assisted with the implementation of the Tectura manufacturing process business solution and helped to devise a special solution for quality management.

Once implemented, the business management software was constantly expanded and updated. Towards the end of 2007, Crespel & Deiters decided to participate in a pilot program to introduce the latest version of Microsoft Dynamics NAV. “We were already planning to upgrade to the latest version. However, this time, it was not solely a matter of upgrading the software. We also wanted to bring organizational change to the company. In particular, we wanted to integrate better with software in the Microsoft Office system,” states Becher. The new technical capabilities of Microsoft Dynamics NAV 2009 were very promising.

## Solution

Under the Technical Adoption Program, Loryma was Crespel & Deiters's first subsidiary to completely migrate to Microsoft Dynamics NAV 2009, which included the Tectura manufacturing process solution. To avoid any unexpected surprises during the upgrade, the project team, consisting of Microsoft, Tectura, and Crespel & Deiters employees, built the entire IT landscape one step at a time. As such, the project team could test the solution under real-world conditions. Particular attention was focused on upgrading the business solution and the integration of solid business logic into the new role-based program structure. Loryma had already been using Microsoft Dynamics NAV 2009 for three months prior to the official launch, which gave Crespel & Deiters the distinction of being one of the first companies in the world to implement the latest version.

Once Microsoft Dynamics NAV had proven successful under real-world business conditions, it was officially introduced to the entire group in September 2008.

"Enterprise resource planning, financial accounting, and inventory management were also brought up-to-date, along with a special solution for quality management," explains Rafael Kutz, Director of the Tectura reengineering team. In addition, truck scales were connected via a Web service. "Microsoft immediately implemented all of our comments and suggestions and corrected errors quickly. The partnership was simply outstanding," describes Becher.



Photo: Crespel & Deiters GmbH & Co. KG

Within just three months, Crespel & Deiters GmbH & Co. KG made the switch to Microsoft Dynamics NAV 2009.

## Benefits

In January 2009, Crespel & Deiters implemented Microsoft Dynamics NAV 2009. "The transition went smoothly and according to plan. Within three months, we completed the entire upgrade, including all of the necessary editing and developmental steps and various training courses," says Kutz. Even Becher is satisfied: "The switch to Microsoft Dynamics NAV 2009 and the reengineering were well worth it. Today, we have a unified, modern, integrated system in place for all of our processes."

## For More Information

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