

# FROM SOUTH TIROL TO THE WORLD



## EFFICIENCY & SAFETY FOR THE PRODUCTION OF DIETARY FOODS - ZEUS® TIME RECORDING AND ACCESS CONTROL AT DR. SCHÄR AG / SPA, THE MARKET LEADER FOR SPECIAL DIETARY FOOD

Those who suffer from celiac disease or who have a celiac disease in their environment will sooner or later meet Dr. Schär, the global market leader in the field of gluten-free and medical nutrition. Dr. Schär products are currently being offered in 80 countries and help people with intolerance to gluten to gain a better quality of life. Gluten can be found in almost all varieties of cereal. Therefore celiac sufferers are limited in their choice of tolerable foods.

Thanks to Dr. Schär products people affected by glens no longer have to forego baked goods, snacks, pizza, noodles, muesli and other cereals. Instead they can enjoy an extensive range of over 150 different products which are manufactured at production sites situated at Dr. Schär headquarters in Burgstall near Meran (Italy) in Germany (Dreihausen and Apolda), Austria (Klagenfurt), Spain (Saragossa) and in the USA (Lyndhurst and Swedesboro, NJ).

In order to fulfil the high level of quality requirements plus global standards for food safety BRC and OHSAS, it is essential to have a controlled raw material chain, clinically pure production plants and smooth production processes. Depending on the location, this is done in a three- or four-shift operation seven days a week and around the clock. One of the key factors here is optimum Staff Planning and efficient payroll calculation.

For this reason, in the development of worldwide standardisation of HR processes Dr. Schär decided to go ahead and acquire a new and central Time & Attendance system in 2014.

This was followed by a market research with an extensive evaluation of available solutions. Since all „Dr. Schär countries“ were meant to work with the new solution, a special focus was placed on the internationality of the suppliers and the localisation of the solutions. It was not just about the support of the respective national languages for the users in the foreign branches, but also about displaying legal and tariff regulations in the different countries.

With this claim Dr. Schär inevitably came in contact with ISGUS and quickly agreed that the qualities and

strengths of the ZEUS® solution could be assessed best by trialling it over a period of time. As a result, the branch in Klagenfurt, Austria, started the trial operation in February 2015, where action was urgently required because of a new acquisition - CSM Austria. CSM Austria had already used ZEUS® in the past, but this was not a decisive factor since the old system had to be replaced completely.

As there was a need for Access Control in Klagenfurt, the trial operation was extended by the integrated solution ZEUS® Access Control. With its wide range of supported reader technologies ISGUS was easily able to meet the specification requiring the use of existing transponders.

On the software side ZEUS® was installed within the computer centre at Dr. Schär headquarters in idyllic Burgstall near Merano / South Tirol, the configuration of complex working time laws and regulations in Austria was carried out by ISGUS in Villingen-Schwenningen.

At the beginning of 2015 Daniel Windmann joined Dr. Schär, taking on the responsibility for coordination of the HR systems within the Group and also responsible for the introduction of ZEUS®. Mr. Windmann remembers: „At the beginning I had completely underestimated the issue of Time Management and could not imagine that Time & Attendance could be so complex. Whilst Access Control ran smoothly from the beginning and the setup was very simple, there were a few challenges in terms of Time & Attendance to fulfil the requirements of our Austrian colleagues“.

After some changes in the software and the realisation of the payroll interface to the local payroll provider RZL, Dr. Schär is convinced to have found the right partner for the international roll-out with ISGUS.

A central project management for the entire roll-out, which was guaranteed by ISGUS and has also proven itself during the implementation at 9 locations in 6 countries, was indispensable for Dr. Schär.

Within twelve months the locations in Saragossa (Spain), Warrington (UK) and the two major production sites in Germany in Dreihausen and Apolda were equipped with ZEUS®, with the cooperation of the local ISGUS branch offices and sales & service partners. As in Austria, there have been specific requirements in each country with regard to overtime calculation, periods for averaging earnings, payroll interfaces, or very special break rules, e.g. in Spain.

At the same time, a new company building was constructed at the Burgstall headquarters as an extension to the administrative building there. As „Dr. Schär think tank“ the representative and highly modern new company centre was opened in May 2017. With 65 ISGUS access readers on the inside and outside doors ZEUS® is also used there. The „old building“ in Burgstall, where gluten-free flour and bread are produced, was also equipped with the ZEUS® Access Control system and with 30 additional terminals of the IT 4100 series.

„For me, it is very advantageous to be able to access and manage the Access Control System centrally for all employees, locations and countries. Many of our employees are often travelling to our branch offices, and the standardised transponders allow each employee on-site access after activation in the ZEUS® Security Lock Plan, with just a couple of clicks“, explains Daniel Windmann.

Last but not least the system was implemented at Dr. Schär Medical Nutrition in Rosbach (Hesse) as the last location in Germany. Dr. Schär has been developing new types of dietary food there since 2012 and has specialised in the development and production of medical food for patients with congenital metabolic disorders.

„The fact that we can access all data for all countries through a single access, and following the same logic, makes our work so much easier. Moreover, the division of the system into different subsystems ensures that the colleagues in branch offices can only see and correct their own employees“, Daniel Windmann continues.

„The internationality of ISGUS was the decisive factor for us, in order to ensure the local systems in terms of installation, commissioning and maintenance, and the fact that with ISGUS we have found a supplier, which offers everything from one single source - hardware, software and above all the necessary advice and support on the implementation“, added Christian Franzelin, IT Director at Dr. Schär.

# Dr Schär

Innovating special nutrition

# INTERNATIONAL PROJECT COMPETENCY



Recently the two American production sites in Lyndhurst and Swedesboro (New Jersey) have been equipped with ZEUS®. Due to the long-standing ISGUS presence in the USA and appropriate experience with the American employment laws, this subproject was also successfully completed.

Then there will be 900 employees at Dr. Schär, clocking their presence via the central ZEUS® system in South Tirol and open their doors in increasing numbers with food allergies showing an increasing trend, the Dr. Schär Group will continue to show sustainable growth.



Daniel Windmann, Project Manager Dr. Schär (left) and ISGUS Export Manager Sylvia Martin-Knoch (right) are more than happy with the cooperation.

## These ISGUS Partners contributed to the successful project

### » ISGUS Spain & Portugal:

Elo sistemas de informacao lda., Vilar do Pinheiro

### » ISGUS Italy:

Zoeschg GmbH - srl, Meran

### » ISGUS Austria:

ISGUS GmbH, A-Vienna

### » ISGUS USA:

ISGUS America LLC, Verona (NJ)

### » ISGUS Great Britain:

ISGUS UK, GB-Swindon, Wiltshire

### » ISGUS Germany:

ISGUS Vertriebs GmbH, Erfurt

ISGUS Vertriebs GmbH, Frankfurt

ISGUS GmbH, Villingen-Schwenningen

Dr. Schär AG / SPA became an absolute market leader following its foundation in 1920 by the Innsbruck doctor Dr. Anton Schär. This has inspired a pioneering spirit, the highest quality demands and a special trust relationship with employees and partners. This proved enormously beneficial to the smooth running of the project.

„The cooperation with ISGUS is very good and we felt like we were in good hands throughout every stage of this project“, summarises Daniel Windmann. „And in turn we are very proud to rank Dr. Schär amongst our many satisfied customers“, added Sylvia Martin-Knoch, Export Manager at ISGUS.

