

Customer Success Story

Omron

Leading Manufacturer in Industrial Automation Solutions Industry

Omron Europe BV Industrial Automation (www.omron.com) is a leading manufacturer of technologically advanced industrial automation products and application expertise. Other activities of Omron Europe are Electronic Components, Automotive Electronics, Social & Financial Systems and Health Care Management services. Omron has a European distribution centre (EDC) in the Netherlands. Some Omron key figures:

- Presence in 35 countries
- Annual turnover: +6 billion USD
- Number of employees: over 33,500
- EDC in Hoofddorp handles over 3000 import, export and transit operations per day, to and from Europe

Business Need

Omron wanted to integrate different processes in the supply chain to make operations more efficient and to save costs at the same time. Omron's decision to implement an electronic customs solution was mainly driven by the need to:

- Gain permanent compliance with respect to EU requirements for electronic customs document processing
- Set up a Customs Warehouse, in order to save costs and optimize cash flow, managed by a specific Customs Warehouse Management solution
- Increase processing speed, security and performance while reducing operational costs
- Reduce and predict costs through an On demand business model (predictable cost based on usage)
- Reduce manual efforts, minimizing input errors and increasing efficiency
- Implement one flexible application for all EU countries, as opposed to multiple systems in the past



The solution allows us not only to be compliant with EU customs regulations but also saves us a significant amount of costs. Descartes Porthus.net Customs is an intelligent application and the user-friendly interface reduces the complexity of customs processes to a minimum. Descartes provided a routing solution that supported the flexibility we required and would allow for ad-hoc, unplanned stops to handle urgent calls for same-day deliveries.



Emiel Wentink,
Business Analyst at Omron

Descartes as Global Trade Management Partner

Omron Europe selected Descartes Porthus.net Customs to be compliant with EU regulations calling for electronic customs declarations and to improve efficiency and visibility of Omron's supply chain processes. These measures had to be taken in order to obtain the AEO (authorised economic operator) certificate. The Descartes Porthus.net Customs product replaces an in-house developed solution. It became impossible for Omron to maintain this application with the fast evolving EU customs rules and environment. Omron Europe opted for a solution that would enable long-term compliance and a product that would integrate with Omron's core business systems.

Why Descartes Porthus.net Customs?

Descartes Porthus.net Customs clearly distinguished itself from other applications because of its dynamic, international setup that matches the long term vision and requirements from Omron. Key criteria why Omron choose Descartes Porthus.net Customs:

- One single interface for all EU customs processes
- Immediate reduction of manual efforts, error risks and costs
- Improving cash flow and duty deferral through the CWM module
- 360° monitoring and reporting of the full declaration process
- Predictable costs, permanent compliance and updates via the On demand model

Customs Knowledge Base

Apart from the software application, Descartes provides excellent services and an extensive knowledge-base. Together

with the Descartes experts, Omron was able to optimize customs processes like Preference Management, Smart Picking, Change of Ownership and Transfers, resulting in important cost savings.

Products & Services Used

Descartes Global Trade Management Suite Professional Services

The solution was implemented by Descartes' Professional Services team and project implementation was coordinated by a designated Project Manager. All Descartes experts use a proven methodology to ensure your complete satisfaction with service contracts.

Application

Descartes Porthus.net Customs
Customs Warehouse Management Module

Managed Services

The solution for Omron is hosted and managed at the Descartes data centers. With this value-added managed service Descartes monitors, maintains and manages sophisticated and fastevolving software applications for Omron. Omron also calls on Descartes' 24/7 Helpdesk services in case of support issues.

Summary

Challenge:

- European Compliance
- AEO Certification

Solution:

- Back-end integration with back-end system
- Customs Warehouse Management application
- EU Customs knowledge base

Benefits:

- Immediate compliance
- Scalable solution in terms of geographical expansion
- Reduction of operational costs