



**GROWTH WITH NO
UNNECESSARY DELAYS**



SPECIALIZED VEHICLE SUPPLIER BECOMES PROCESS IMPROVEMENT SPECIALIST



100 %
TRANSPARENCY



900 M
ANNUAL SALES



2.500
EMPLOYEES

The continuous growth of digital data is providing greater opportunities for organizations to understand their business operations. Visualizing and analyzing this data makes it possible to discover bottlenecks in processes, and the Terberg Group – one of the largest independent suppliers of specialized vehicles – is always driven to get a better grip on its operations. This organization uses Celonis Process Mining to conduct uniform data analyses of the processes at its subsidiaries. This allows all the subsidiaries to learn from each other and increase their understanding of their operational performance.

UNIFORM DATA ANALYSIS FOR ALL COMPANIES

Each subsidiary in the Terberg Group used to independently develop its own data analyses, and the insights that were obtained weren't always shared between companies. In order to improve operating performance at the Group level and to facilitate growth, the Terberg Group started its own Data Science department in 2016. That same year, the department decided that Celonis Process Mining could provide the visualization of process performance they were looking for. With the help of process mining, Terberg wants to create uniform analyses for its procurement and sales processes that will deliver better insight into these processes. The first processes that the Group centralized were purchase-to-pay (P2P) and accounts payable (AP).

ABOUT THE TERBERG GROUP

For almost 150 years, the companies in the Terberg Group have strived to offer the best in the worldwide specialized vehicle market. The Group began in 1869 in the tiny village of Benschop in the Netherlands as a forge for transport vehicles, and it has grown into a multinational company with 2,400 employees at 28 subsidiaries in 11 countries. Terberg takes the lead, from terminal haulers and cars to modifications to new vehicles, and focuses on innovation, transformation, and value creation. The Group currently delivers to 100 countries and has overall annual sales of 900 million euros.

HOW CO-INNOVATION LEADS TO NEW SUCCESSES

The Terberg Group started using Celonis Process Mining in 2017. They took a co-innovation approach, where the Group's Data Science department and an experienced team of data scientists from Celonis collaborated intensively on developing the connection with Microsoft Dynamics AX.

“The Celonis team has extensive knowledge of a large number of systems, which made it possible for us to also develop the required connectors for Microsoft Dynamics AX. We worked together to dive deep into the systems to find relevant data points that we could visualize with the help of Celonis Process Mining.”

JORRIT TER HORST
Data Science Consultant

This was done primarily for P2P and AP, but connectors to Microsoft Dynamics AX have also been developed since then for the order-to-cash (O2C), accounts receivable (AR), production, and warehouse management (WHM) processes.

At this point, the Terberg Group has a broad base of connectors at its disposal to support the subsidiaries in multiple processes. The Group is very satisfied with its collaboration with Celonis. Jorrit ter Horst, Data Science Consultant at Terberg Group: “The Celonis team has extensive knowledge of a large number of systems, which made it possible for us to also develop the required connectors for Microsoft Dynamics AX. We also really experienced the entire approach as a joint effort. We worked together to dive deep into the systems to find relevant data points that we could visualize with the help of Celonis Process Mining.”

PROCESS MINING INCREASES DELIVERY PERFORMANCE AND PREVENTS DUPLICATION

The visualization of the P2P process using Celonis Process Mining focuses on vendor delivery performance and helped the Terberg Group obtain a better grasp of the causes of delayed deliveries by suppliers. At this point, the Group can generally map delayed deliveries and dif-

ferentiate between internal and external causes of delays. These analyses ensure that the Group can accelerate its own production and delivery processes. In the AP process as well, Celonis Process Mining has turned out to provide significant value added. The goal is to drive down the number of invoices that contain incorrect information and require revi-



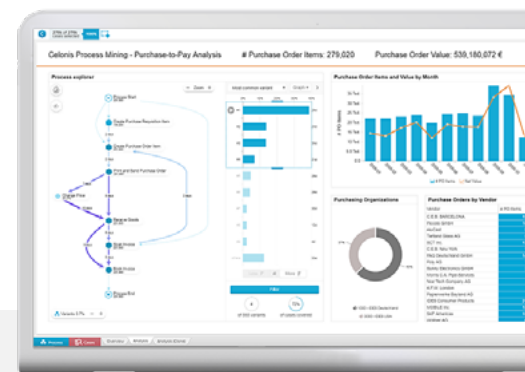
sion. This process improvement results in immediate time savings and lower costs. A Celonis Process Mining analysis of the O2C progress showed that procedural revisions in the registration of sales and delivery data put Terberg Group in a position to obtain insights into delivery performance.

POTENTIAL OF PROCESS MINING

The development of all connectors was completed in the first quarter of 2018, and the focus in the Terberg Group has

shifted to rolling out the standardized analyses to the various subsidiaries. Says Ter Horst: “The goal of the standardization is for the subsidiaries to be able to learn from each other. In addition, we want to support chain processes to increase the mutual dependence of the Purchasing, Sales, and Production departments. The Group still sees plenty of options for creating new analyses: for example, analyses of chain processes, service, and warranty processes and segregation of duty.

The Terberg Group is also happy to continue the co-innovation approach with Celonis in order to develop connectors for subsidiaries that are transitioning to the cloud with Microsoft 365, among other things. With the help of Celonis Process Mining, Terberg Group can continue to grow in the smartest way possible.



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