



## Custom Ceilings for International Markets – Exported with Smart IT

Ceilings made of maple or aluminum, and facades of glass, metal or stainless steel: to ship and properly export its components to large construction sites around the world, the Lindner Group turns to the logistics and global trade suite from AEB in Stuttgart.

### AEB PROJECTS, SYSTEMS & SOLUTIONS || HIGHLIGHTS

- Shipping and export processing for all international consignments
- Automated Freight Invoice control with ASSIST4 Freight Management
- Inhouse installation of AEB Compliance Engine for automated Sanction list Screening: 320,000 addresses per night
- Automated processes and simplified workflows



Custom-designed wall and ceiling constructions, striking facade designs, functional raised floor systems: the Lindner Group, based in the Bavarian city of Arnstorf, is a European leader when it comes to extraordinary interior constructions and facade designs. Lindner's major projects have included the refurbishing of several metro stations in Dubai, Terminal 5 of Heathrow Airport, the offices of the Los Angeles Police Department, the ceiling of the Airport Hotel in Dubai, the renovation of the Danish Radio Concert Hall in Copenhagen, and the installation of floor and wall systems in Qatar's Tornado Tower and Moscow's Federation Tower. Lindner is currently working on the interior construction of two new concert halls in Stavanger, Norway. Lindner has been involved in more and more major international projects ever since it was commissioned to construct the interior of Hong Kong International Airport in 1995.

Franz Salletmayer, who has been in charge of logistics planning at Lindner for many years, still has vivid memories of this time. When asked how IT was used to support international projects back then, his answer is short and to the point: "Stone Age."

Change was slow in coming. In 2003, as Lindner began actively looking for a shipping solution, the systems were based on AS 400. Graphical interfaces were the exception. At the time, Lindner was working with the ERP system Oxaion, which wasn't equipped to manage international shipments. So until 2002, Lindner used a program that helped fill in forms. The forms required for export were then printed out with a dot matrix printer.

But as internationalization intensified and the volume of orders grew, the old solution was no longer adequate to manage shipping and exports or accommodate the increasingly complex requirements. Salletmayer: "We had to look up the requirements whenever a new country was added, checking exactly what we needed to enter in which fields. If we got stuck, we'd call the customs agent. Today, this would be impossible without IT support, given the growing volume of orders and the growth in international projects. Now we have 14 employees who work with the AEB software suite every day. Even if we had twice as many employees, we still couldn't get the work done without IT." The 14 employees who carry out day-to-day

assignments are supported by 3 other colleagues responsible for system support and troubleshooting.

Some 8,000 consignments are sent each year from the headquarters in Arnstorf and the production facility in Dettelbach near Würzburg. The scope of consignments can vary greatly. "A typical consignment is 5 to 10 tons, but a large order like the Airport Hotel in Dubai may involve transporting 50 containers of 10 tons each by truck to Regensburg, then by rail to Bremerhaven and finally by ship to Dubai," relates Dieter Huber, head of exports. For some three years now, Lindner has used AEB software to manage worldwide shipping directly from the two production facilities at the company headquarters, the site in Dettelbach and a fourth production site in Ostrov, Czech Republic.



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"ASSIST4 is used whenever we ship beyond Germany's borders," says Salletmayer. "Half our consignments go to customers outside of Germany, and some 30 percent have destinations outside the European Union," adds Huber.

## Expanding logistics IT bit by bit

In addition to shipping and export processing for all international consignments, Lindner uses other modules from the AEB software suite. Franz Salletmayer explains

why his company chose the logistics suite of the Stuttgart-based software developer: "When we opted for the AEB solution in 2003, the focus on future developments was a decisive factor. It was clear that ASSIST4 offered a lot of opportunities that went beyond mere export processing and document creation. So we continued to expand the solution, adding new modules one by one."

It wasn't just the increased volume of orders that justified the use of a software solution. Earlier, special expertise was

essential when it came to managing exports properly. Salletmayer: "Today I deploy a smart system that guides the users in their work, so it's not necessary that every user be an expert in this particular field. We use the software to instruct our trainees, for example."

## Automated Sanctions list screening

Since 2006, Lindner has also used AEB Compliance Engine in house to manage its compliance screening. Every night, some 320,000 addresses are screened. All customer, supplier and employee addresses stored in the ERP, ASSIST4 and other systems are consolidated in a database and checked against anti-terrorism lists. Even though shipping and compliance screening are two distinct organizational tasks, Salletmayer's logistics team was chosen to select and install a compliance solution. Since they had been happy with the AEB export solution, it was an easy decision to put their trust in the AEB software to ensure legal compliance as well. Salletmayer and two of his colleagues are responsible for compliance at Lindner. If



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With the AEB Compliance Engine all customer, supplier and employee addresses stored in the ERP, ASSIST4 and other systems are checked against anti-terrorism lists.

the software finds a match when screening against the sanctions lists, they evaluate the results. If they determine that the match is due to a name similarity and that the person or company in question is not the entity on the sanctions list, they define it as a “Good Guy” so that it is not reported as a match the next time.

Salletmayer: “Typically, compliance alerts are due to imprecise entry of a company name. The abbreviation ‘BG Stuttgart’ produces a match, for example, but the full name ‘Berufsgenossenschaft Stuttgart’ doesn’t. So far, there was only one instance where we were unsure and had to consult BAFA.”

Since the dialogs and interface of the compliance software have the same user-friendly layout of the other AEB solutions, Salletmayer was able to learn the software quickly in his role as compliance officer. “The uniform structure of the software is a big help when learning new modules,” he says. This also makes his job as administrator easier. He can restrict the rights of each user so that they see only the screens and tabs they need for their day-to-day work.

### Automated freight invoice control

One of the modules Lindner uses is ASSIST4 Freight Management for invoice control and to manage carrier quotes. A bidding platform is used to award freight orders. If several service providers qualify for transports to Switzerland, for example, their quotes are imported into the transport management software. After entering the general data for an individual order, you can then choose

the most affordable forwarder. The software can even help prepare the data to generate the freight volume for specific countries.

After the forwarders invoice their services, ASSIST4 lets you generate a control invoice with the click of a mouse to compare with the incoming invoice. “If we notice a discrepancy during invoice control, the person who issued the order checks the invoice,” explains Salletmayer.

Salletmayer is happy with the long collaboration with AEB. One of the main reasons for this satisfaction is the continuous expansion of functionalities for complete control of logistics within the software suite. This means that Lindner is continually finding

new opportunities to automate processes and simplify workflows.

Salletmayer has more ideas about how he would like AEB to support his day-to-day business. Lindner avails itself of the opportunity to use preferences, for example. One example would be the temporary export of high-end gypsum fiberboard with genuine wood veneer for processing in Switzerland. This can be exported duty-free: it qualifies for preference because it will be used afterward in the EU. But the rules governing the origin of goods and preferences are very complex. That’s why Franz Salletmayer would like AEB to offer IT support here. He won’t have long to wait: AEB is already developing a solution for calculating preferences.

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