

## Customer Case Study

### Omron Europe BV

Leading manufacturer in industrial automation solutions

Industry

High-Tech / Manufacturing

Customer Location

Hoofddorp, The Netherlands

#### Challenges

- Optimizing EU Customs Operations
- European Compliance
- AEO Certification

#### Keys to Success

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

#### Benefits

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

### Porthus.net Customs

#### Profile Omron Europe BV Industrial Automation

Omron Europe BV Industrial Automation ([www.omron.com](http://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 OnDemand 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.

#### Porthus as Global Trade Management Partner

Omron Europe selected 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 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

Emiel Wentink, Business Analyst  
at Omron:

«The solution allows us not only to be compliant with EU customs regulations but also saves us a significant amount of costs. Porthus.net Customs is an intelligent application and the user-friendly interface reduces the complexity of customs processes to a minimum.»

## Omron Europe

solution that would enable long-term compliance and a product that would integrate with Omron's core business systems.

### Why Porthus.net Customs?

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 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 OnDemand model

### Customs Knowledge Base

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

Porthus Global Trade Management Suite

#### Professional Services

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

#### Application

Porthus.net Customs

Customs Warehouse Management Module

#### Managed Services

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