40 Years of Expert Solutions

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Dear Readers, dear A+W Customers,

**A+W is turning forty!**

Many of our readers can probably boast a longer company history, but in the world of software development, forty years is a long time.

Forty years of innovation – first and foremost, we can thank our customers for this. Our solutions were created in close cooperation with glass finishers, most of whom have remained true to us up to the present.

Inspired by their requirements and suggestions, clearly we’ve done our work well. At the end of the 1970s, A+W created the first-ever industry solutions for the flat glass industry. However, we never rested on our laurels; instead, we continued to work with you to develop important EDP innovations in the industry. Today, 1 100 customers around the world trust A+W software.

A+W always did that which offers customer benefits and makes your business more efficient and profitable. It all began in 1977 with the first intelligent cut optimizati- tions; their DNA is still in our leading premium solutions. The story continued with integrated ERP systems, production control software, and many highly-specialized solutions.

In 1994, we installed the A+W Cantor window construction software package for the first time. Today, A+W Cantor is the most comprehensive industry solution and the first choice for many leading manufacturers of windows, doors, and sun protection products. We also developed this innovative product in cooperation with our customers.

All A+W products are enhanced constantly. We do this on the basis of pioneering technological concepts such as the “Internet of Things” and “self-optimizing production”.

An important factor was always our independence – A+W works with customers of all sizes and all significant machine manufacturers.

This is how, together with our customers and machine partners, we have developed an innovation network that grows with each new project and innovation step.

We thank our customers and technology partners for working with us to make all of this possible!

Sincerely yours,

Peter Dixen
Managing Director A+W
A+W Analytics: Those who ignore their data give away their precious money!

There is an abundance of information but its sources could not be more varied and diverse. Evaluating it can be a difficult and complex task. The flood of information increases rapidly due to the ongoing digitalization – your ERP-system is a data source just as is your production system or even individual machines. This is a challenge but it also increases your potential: Search and explore all of your data! It’s profitable.
Glasprofi:
Flexible automation concepts

The TG specialist Glasprofi is Germany’s largest supplier of premium shower and glass sanitary fittings. The lion’s share of all individual glass sanitary fittings in Germany comes from this company in Luhe-Wildenau, a member of the Flachglas Group. Outstanding product quality, varied design, and enormous delivery capability were achieved with a flexible automation concept, one whose degree of implementation is unique among glass processors in Europe.

Recently, Glasprofi improved its efficiency and flexibility still more by replacing an older PPS* system with A+W Production, the latest production software from A+W. In the commercial sector, the company has worked with A+W Enterprise ERP* software for decades; this ensures quick order processing and secure administrative processes.

Among the company’s state-of-the-art cutting and finishing systems are more than a few that were produced individually according to Glasprofi’s ideas. Robots in cutting and grinding ensure improved throughput and replace manual processes. Together with a leading machine manufacturer, a processing center was developed, one that can process shaped sheets at a pass.

In cutting, for maximum exploitation of the A+W Realtime optimization, the labels are printed shortly before cutting starts on thermo-transfer printers, which are attached to the cutting bridges on the cutting tables. This way, changes to the cutting sequence and the optimization process can be made until just before production start, and there is no need for manual application of the labels. The label has replaced 90% of the production papers at Glasprofi and includes all information required for production. With a simple bar code scan, this information can be called up and displayed on the A+W production monitor. The machine operator receives a true-to-scale view of the workpiece and all production information.

They were in charge of the introduction of A+W Production: Glasprofi EDP Manager Markus Heil and Sandra Kugler, A+W Sales Central Europe, who provides customer support for Glasprofi.

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Specialist in individual production
The robots and production machines must be incorporated into production logistics with maximum benefit. At Glasprofi, this has been implemented in exemplary fashion: intelligent DXF and CAM-DXF interfaces developed by the software provider A+W transmit the data without detours from technical order entry to the CNC machines, where automatic production can begin immediately without any further planning work on-site.

This real-time transfer of production data is crucial for Glasprofi’s business model, for this TG specialist in the Upper Palatinate produces almost exclusively small batches. Under reigning market conditions, nobody can do this any longer with manual machine programming and production organization.

PPS: Production Planning System – software for the planning and usually also control of production processes
ERP: Enterprise Ressource Planning – software for commercial processes and administration

Automatic storage and sorting in cutting: the correct provision of the sheets is the prerequisite for secure production processes and quick production throughput.
Managing a complex product mix with ease

Due to the variety of finishing techniques used, Glasprofi’s production depth is enormous: modern sand blasting technology, screen printing, etching, and fluted bevels are used to satisfy the most demanding customer requirements. Unusual sizes and side ratios are also no problem for Glasprofi.

Using A+W Production control software, the sheets are pre-sorted in cutting and fed into the respective finishing stations. For this, orders are pulled apart, the sheets are steered individually through production, and reassembled again in shipping. Here, the continuous sheet tracing via production data collection ensures the greatest process reliability. EDP Manager Markus Heil, “With the A+W Production system, we manage our complex product mix very flexibly. No more sheets are lost. And there are almost no complaints. We produce much greater quantities in the same amount of time. In addition, cutting has generally become more flexible and yield has increased significantly. The real-time optimization and automatic breakage pool also make a contribution here – poor sheets are remade immediately and can frequently still be delivered with the main order.”

Since the labels are scanned at each production station, the location and production status of each sheet is known to the system at all times and this information can be provided to the customer on request. All goods are also scanned during loading. On the day before delivery, the customer receives a file with information about which racks will be delivered with which products in which sequence. Thus, Glasprofi’s most demanding customers can plan better and save valuable time, which given the increasing competitive pressure in the “finished glass” sector represents a significant competitive advantage.

In particular, after the last update of the A+W Production software, Glasprofi fulfills many requirements posed of an Industry 4.0 operation/smart factory without having the management team make a big fuss about this. Managing Director Achim Haag, “We and our customers know our strengths – it’s not our style to talk about them all the time.”

Contact: www.glasprofi.de

Control station for the processing line, which allows automatic processings at a pass. The identification of the sheet and triggering of production happen via bar code reading, all important information is visualized on the A+W Production Terminal. Via video control, the machine operator has a view of the entire line.

Maximum flexibility during optimization: the A+W Realtime Optimizer can be used until just before cutting begins to make changes, combine or replace items since the labels are only printed by the printer on the cutting bridge and placed automatically right before cutting begins.
Collect and analyze:  
Transform data into insights!

There is a lot of information around, but the sources could not be more varied and heterogeneous. Evaluating this data is complicated and time-consuming. With increasing digitalization, the data flood increases rapidly – and your ERP system is a data source here, just like your production system or even an individual machine. This is a challenge, but with the challenge, your opportunities grow: look through and explore all of your data! This pays off.

The integration of the data is a demanding task, but it offers enormous advantages. With specialized software, it is possible to examine and analyze sales and complaint statistics, breakage evaluations and booking data (booking times, reasons for breakage, and status bookings, for example) in a consistent environment. With the right tool, the integration of data from different sites is also possible without a problem.

Self-service Business Intelligence (BI) for the glass industry
A+W now offers brand-new BI software that is based on the leading QLIK® system – a good decision, for reinventing the wheel here would surely take a lot of time and effort.

With A+W Analytics, you can combine, analyze and visualize data from different sources. A+W Managing Director Peter Dixen explains, “With this system, you transform data into insights that are worth money – even across all company areas. Finally you can really understand the relationship of your commercial and production data to one another.”

The more complex and multi-faceted a company’s business processes are, the more important an intelligent BI solution is. Anyone who wants to just let his valuable data lie around is giving away good money.

Measure and increase efficiency
“Based on the aggregated data, you will work in a slimmer, more intelligent, and more efficient fashion. You will make the right decisions, enjoy greater transparency along the value-creation chain. You will measure and increase your operational efficiency.”

With A+W Analytics, the user can create interactive reports and dashboards with impressive diagrams and graphics – even when he is on the road. The software makes data analysis easier and helps you to make well-founded business decisions faster: with respect to prices, products or new investments in machines or tools. The user can adjust his analysis to the quickly-changing market requirements and increase the company’s agility through more goal-oriented, intelligent action.

Your benefits:
- Statistical evaluations based on A+W ERP and PPS databases
- Aggregation of data from multiple heterogeneous A+W data sources
- Display of key figures on an adjustable graphic user interface
- Completely Web-based – display the data on desktop PCs, tablets or smartphones
- High information density
- Use pre-defined A+W reports and create your own reports flexibly – even without a connection to your A+W applications and their databases
- Full control over all aspects of the analysis, data and rights management
- Scalable data models and applications
- Expansions possible at any time
- Little training effort

What is Business Intelligence (BI)?
In order to make correct decisions and be able to implement improvements, the management needs access to varied data from a wide variety of company areas. The goal is to gain insights that allow the user to make better operative and strategic decisions.

The effort required for acquiring key figures and preparing data in the traditional manner is enormous. The data is usually available in decentralized fashion in different systems and is brought together in an Excel file through report exports that require a lot of manual work – this is no longer the state of the art.

Life is more elegant with self-service BI systems. These are software solutions that evaluate commercial and technical data with respect to the insights required. With the help of a self-service BI system, the company management can combine company data collected via drag&drop in order to examine and analyze the company’s situation from different perspectives using personalized reports and dynamic dashboards. With a suitable BI tool, you can see exactly what’s behind your data. With the insights gained, companies can make their business processes and customer and supplier relationships more profitable; minimize risks; reduce costs; and increase value creation overall.
Production information is read out via bar code, or, as here in glazing, status information is reported back to the ERP system.
dtH Tiemann: Paperless production describes just one aspect

Trust thanks to quality and reliable service – this is the heart of window manufacturer dtH Tiemann’s corporate philosophy. The company’s PVC and aluminum windows and doors have satisfied the highest demands for design, comfort, and security for decades. But that’s not enough: we use a continuous EDP system in production, and also for installation and our trade partners.

The company produces nearly 700 windows units daily on state-of-the-art EDP-controlled production systems. 400 of these are produced in Hille, and 300 in Herzberg, Brandenburg. In addition, there are PVC and aluminum doors, lift-and-tip doors, and insect screens. All products are delivered exclusively to selected dealers.

Top quality for its partners is both a demand and a requirement for dtH Tiemann: this also applies to the suppliers, system providers, and technology partners with whom the company maintains a trusting relationship. And here, dtH Tiemann is convinced that it works with the best in the industry. Production according to the guidelines of the ift Rosenheim and systematic internal quality management underscore the high demands posed of the end product.

Growth thanks to quality

Customers honor the concept: in five years, sales have grown constantly, forming the basis for investments in state-of-the-art production technology and innovative products.

Looking back to the year 1990, the company could no longer fulfill market demand with its capacities in Hille, so it had to increase its production capacities significantly. A second plant, 2,700 m², was established in Herzberg. At the same time, Dirk Tiemann assumed responsibility for the company as the second-generation Managing Director.

Increasing competition drove dtH Tiemann to differentiate itself more on the market. Cost leadership was and is not the goal of the east Westphalian family-owned company. The greatest delivery reliability, constant expansion of services, and consistent maintenance of its dealer network proved to be a better recipe. In 2005, the decision was made to introduce A+W Cantor corporate software, which maps all corporate processes, from entry of the element at dtH Tiemann trading partners to installation at the end customer.

Gerhard Vauth, Director of Purchasing and IT, "A+W Cantor is the only industry solution that meets all of our requirements, e.g. for materials management, delivery planning, and last but not least a continuous CIM solution." The continuity is demonstrated by the fact that we have more than 40 monitors in our operations with this CIM Solution.

Intelligent process control

The window and door products are made on state-of-the-art production systems – this is evident along all of the window production lines.

This is where the current technology of leading window machine manufacturers combines the greatest reliability and production quality with the fastest throughput times. This starts with software-controlled transport lines and buffer systems in the various production areas. Only in a networked system like this can the production technology of processing centers in both locations be used with the greatest efficiency on through to packing and dispatch. The A+W Cantor production control ensures that each element is directed purposefully to the correct buffer position – even if, for example, sashes and blind frames are welded alternately on the same line or remakes with the highest priority “over-take” the pre-planned production batches.

Such flows show how IT-controlled processes result in concrete service advantages for customers. Gerhard Vauth, "Our production is very well-organized. With its integrated concept, A+W Cantor helps us make our high demands for customer service, reliability, and delivery reliability a reality."
Each action creates value

Monitors and scanners have replaced stacks of paper and files. At manual workstations, the dtH Tiemann employees obtain true-to-scale sketches and production drawings on the A+W Cantor CIM screen with a click of the mouse. Elements are identified, registered, and reported ready with bar code readings: here the label is the most important bearer of information.

“Paperless production describes just one aspect of our intelligent production,” says Vauth. “The most important thing for us is that every employee action should create value – unproductive activities such as searching and tracing no longer exist.”

The CIM network is seamlessly connected to the A+W Cantor ERP system, the commercial-administrative part of this comprehensive solution. Information such as control instructions for the production machines and status reports for order processing are exchanged in real time – the user never notices what kind of database-based solution this lightning-fast exchange of information this allows.

The software decides the production location

The integrated software solution also controls logistics between the two plants. Orders are entered completely, both commercially and technically, in either Hille or Herzberg. The capacities of each production location for the elements are checked. Production data and dates are forwarded automatically to the production location and to the CIM system.

In the door inserts sector, dtH Tiemann works closely with Rodenberg. Its online configurator, which is integrated into A+W Cantor order entry, offers many design possibilities and dtH Tiemann does not have to create its own master data. The trade partners can work comfortably within the usual order entry. Another advantage: all door configurations entered at this dtH Tiemann partner have – as do windows – been subjected to a complete restriction check, so they are technically and statically feasible. Technical changes to the order and inefficient consultations are no longer required.

Professional entry: the A+W Cantor dealer program

One of the most important services that dtH Tiemann provides its trade and installation partners is the dealer program, which essentially corresponds to the commercial part of the A+W Cantor ERP system. Here, the dealer is always working with current data. The sales partner’s calculation is transparent and traceable for the end customer. The so-called transfer file is released by the dealer, the order transmitted to dtH Tiemann via e-mail, and then it is put back into the ERP software. The order is then confirmed immediately with the actual delivery date and released to production: we have a continuous EDP system that works across company boundaries.

Now the east Westphalians want to add another gear: currently, the IT team makes the complete online connection for all trade partners. In an additional step, dtH Tiemann will also make the A+W iQuote Webshop available to dealers. “We believe that intuitive operation directly in a browser will appeal precisely to smaller, less EDP-capable dealers for whom the dealer program appears too complicated,” says Vauth about the company’s insight into the production procedure.

Contact: www.dtH-tiemann.de
Market trends in glass finishing:

A+W supports GPD 2017

At its 25th anniversary event, the Glass Performance Days in Tampere, Finland offers more than 140 presentations for 800 expected participants. A+W has supported the GPD for many years.

A+W Managing Director Peter Dixen, this year’s chairman of the “Market Trends” session (on Friday June 30), will offer a perspective on the deep-reaching technological changes at glass finishers on the path to a highly digitized company in his presentation “The Internet of Things in Glass Processing”.

“The glass processing of tomorrow,” explains Dixen, “will organize its ordering, production, and delivery processes by itself and optimize continuously with each process step. This includes production-related dynamic cost calculation, autonomous production planning, and predictive maintenance, as well as self-organizing dynamic production.”

What sounds so futuristic is something that began long ago at many companies with increasing digitalization. In his presentation, Peter Dixen will show how these Smart Factory processes can be made usable in an integrated software solution for the flat glass industry.

Software user meeting 2017:

What A+W is planning – and what the industry wants

In the sensitive area of software, the flat glass industry needs a constant exchange of information: is my software partner developing that which I will need in the near future? Will my requirements be implemented?

Interested A+W customers from Germany and Austria came to Pohlheim in May in order to debate future topics jointly with the Hessian software expert and their professional colleagues. Managing directors, those responsible for IT, and production managers also took the opportunity to provide beneficial feedback from users’ experience.

For many, a topic of great interest right now is the growing data flood at companies, which must be used productively, for it provides more precise information, improved processes, and thus increased productivity. The handling of increasing digitalization on the path to Glass Industry 4.0 will play a decisive role for the glass processors on the market.

Companies do not just expect good, reliable software – that should be a matter of course. They also expect solution expertise. “And that’s precisely what we offer them,” explains Managing Director Peter Dixen, “and we are pleased that our informational events are so well-received by our customers. For only in dialogue with the industry can we maintain and expand this expertise.”
The A+W Software GmbH was awarded with the State of Hessen Export Prize 2017 as best company in the category “Service and Consulting”. Hessen’s Minister of Economics, Tarek Al-Wazir, awarded the prize during a ceremony at the Chamber of Industry and Commerce in Frankfurt.

This year, the State of Hessen Export Prize was awarded for the fourth time by the Hessen Chambers of Commerce and Industry, the Hessen Chamber of Trades and the Hessen Ministry of Economy.

A distinguished panel of representatives from business, politics, science and the media had nominated ten companies for the export prize out of fifty participants and eventually chose a winner for each category. Next to “Service and Consulting”, there were also the categories “Trades” as well as “Industry and Commerce”.

“We need innovations today to be successful on tomorrow’s markets. Innovation strength is the ability to quickly establish marketable products and services from developments; it primarily depends on far-sighted investment decisions of companies. In particular, Hessen’s small and middle-sized companies distinguish themselves as the driving force,” said Tarek Al-Wazir, Hessen’s Minister of Economics, Energy, Transport and Regional Development, who presented the trophies to the award winners.

“The Export Prize,” explained A+W CEO Peter Dixen, “is a great recognition of our Staff’s work. It underlines our professional skills and will increase our company’s name recognition – apparently, we’re doing many things the right way!”

Speaker Olaf Hoffmann, CEO of Dorsch Holding GmbH in Offenbach, emphasized A+W’s consistent international approach to provide dedicated service and support in many languages: “The export rate increased constantly during the last years and has now reached almost 60%. A+W is active in 73 countries and on all continents. This has also convinced us as the jury. The software is not only optimized for the customers but also implemented in many languages, such as Russian, Swedish, Chinese, Spanish or Turkish. Customer service is almost always carried out in the customers’ language via the extensive global sales and service network. The international staff is at eye level with the customers – both professionally and culturally.”

Dr. Michael Küttnner, A+W Company Communications: “Each individual A+W staff member has played a key role in winning the Export Prize. This award is like a pat on the shoulder. It will motivate and move us forward.”

Joy over the won Export Prize – from left to right: Peter Dixen, CEO A+W Software GmbH; Dr. Michael Küttnner, A+W Company Communications; Olaf Hoffmann, speaker and CEO Dorsch Holding GmbH.

Every A+W staff member has contributed towards this success!