



Process Digitalization at Glutz AG



«Each newly introduced process solution brings us one step further forward in digitalization. The Axon Ivy technology has proven itself and in FROX we have found a committed, competent and reliable digitalization partner.»

Marcel Sollberger, Head of Digitalization and IT, Glutz AG

Industry: Manufacturing

Glutz

Access Since 1863

High data quality

Consistently digitalized processes (E2E) reduce the error rate

Full transparency

Overview and insight into current applications for all parties involved in the process

Efficient processing

Significant acceleration of processes and avoidance of unnecessary effort

Easy to use

Minimal training thanks to optimised user guidance

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Initial situation

What was the situation up to now?

[Glutz AG](#) is an internationally active provider of security and convenience solutions for access to buildings. As a manufacturer, it operates a demanding production process with numerous articles and production steps. For production planning, it is important that the processes are continuous and that high data quality is guaranteed. Any deviation from the standard process has an impact on planning, costs and delivery dates. The challenge is that such changes are not made unplanned, but are systematically requested and evaluated. A need for optimization was also identified in the service area (e.g., returns, repairs) and in internal processes (HR processes). Glutz has recognized that moving away from silo thinking towards binding and continuous [digital processes](#) with high data quality is the basis for a sustainable increase in efficiency. With the use of a uniform process automation platform, this goal is to be achieved step by step over the next few years.

Customer benefits

What has improved as a result of the solution?

The technical change process is now supported by a workflow application. Each change request is assessed by the departments involved (development, AVOR, production optimization, purchasing, product management). Effects, optimization potential, risk, and costs are evaluated, and the decisions are documented hastily. Unplanned changes to the production process are now a thing of the past. In addition, it can be checked whether a change that has been introduced confirms the planned positive effect. With the digitalized returns process, customers can register their returns and track the processing. The process is digitally accompanied and documented from the receipt of goods to the repair to the dispatch or credit note. This transparency provides all involved parties with an improved overview and helps with work planning. The evaluation of the process measurement data provides indications for further optimization. The absence workflow reduces the administrative effort involved in recording and checking absence reports. Thanks to the integration with the ERP system, the booking is done automatically, which saves a lot of time and money. The overall process could thus be greatly accelerated, while at the same time increasing the data quality.

Services

What services have we provided?

As a digitalization partner of Glutz AG, FROX implements these modern process solutions based on the [Axon Ivy automation platform](#). It is important to understand the operational processes in order to design and implement the optimal solution together with the customer.

Our services for Glutz AG:

- Support requirements engineering, co-creation of design and UX, implementation support
- Solution architecture, agile [software development](#) (SCRUM), continuous delivery, project management
- Maintenance and [support](#)

Platform

- Axon Ivy