Raumaster

Raumaster develops company operations
over the long term with the help of IT

Raumaster, a global leader in the design and manufacturing of handling and storage systems for solid fuels, emphasises project and outsourcing chain management in its operations. For Raumaster, IT is a tool for the long-term development of the company.

"We use IT to develop the operations of the whole company," says Business Solutions Manager **Petri Laukkanen,** referring to the goals of the company's IT department.

When a five-man design company grows into a group with a turnover of almost a hundred million, knowledge and information management becomes increasingly important. The operating models of the developing company must be constantly revised.

Silent knowledge is not enough

"Silent knowledge is not enough. Instead, we have to be able to dig deep into our knowledge base. An incredible amount of experience-based knowledge is lost through retirees, but we must still be able to avoid repeating the same mistakes."

Raumaster has a long history as a user of Tieto's Lean System ERP solution. The development of the ERP system is considered a part of the development of the entire company. This results in harnessing technology to better serve the business.

Laukkanen emphasises that you cannot force people to behave in the same way, but IT can still be used to guide people towards common operating models.

"Bytes will always be arranged in order sooner or later, but the real challenge lies in making the system easy enough to use –and in how to teach

users new operating models and make sure they follow them."

Diversity sets challenges for information systems

Raumaster's most important source of income is the energy industry. The company designs and manufactures handling and storage systems for solid fuels. The pulp and paper industry forms another significant customer group for the company.

Diverse operating models present challenges for information systems. In the product chain, Raumaster is sometimes a subcontractor for big system suppliers in the energy industry, while at other times, business is conducted directly with the end-customer.

"Because of this, information systems cannot be optimised for a single operating model."

The subcontracting chain has played a significant role in Raumaster's operations throughout the company's history. Subcontractors and consulting agencies are utilised throughout the supply process, from sales to installation and implementation.

"We are an engineering company that offers projects to customers on a turnkey basis, but subcontracting plays a part in all phases of production. Our operations emphasise project and subcontracting chain management," says Laukkanen.

"We use IT to guide people towards common operating models."

Petri Laukkanen, Raumaster

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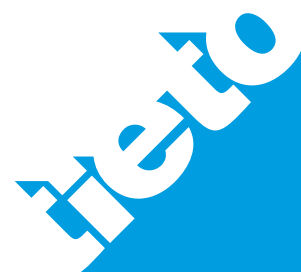
The importance of history and documentation management

"In the service sector, the management of product and delivery history is also important. We have been in operation for 30 years and some of the first products we ever delivered are still in use today. Information such as technical drawings must be available for such products and we have to know exactly what has been delivered," says Laukkanen.

To facilitate document management, Raumaster has integrated M-Files documentation management to its Lean System. According to Laukkanen, ERP integration in particular boosts the efficiency of document management. In fact, the majority of the metadata attached to documents is composed of tags used by the ERP system, which means they can be automatically downloaded from Lean System.

"The better documents are categorised, the better document management works. For people, categorising things is an extra chore, but the process is made significantly easier when the ERP system understands connections between things."

The main idea behind combining document management and ERP is to develop and clarify information management.

Data is not stored in multiple locations. Instead, all the header information required – such as projects, activities, work, purchase orders, sales orders, items and companies – is created in the ERP system. From the ERP system it can be added to the document management system automatically.

Even old data has its uses. Documents found in delivery and product histories must be managed not only in spare part sales, but especially in revision maintenance and equipment updates. In the paper industry in particular, the use of maintenance and service agreements is increasing, which means Raumaster has big responsibilities when it comes to documentation and history data.

Laukkanen highlights the fact that not all the data that must be stored is formal; agreements and quotes are not the only types of data that have to be managed.

"Every day, companies make legally binding agreements in various projects, for example through email. When someone promises to do something, the promise must be recorded somewhere. If an email message has an impact on a project, this information must be available through the ERP system too."

➔ "Silent knowledge is not enough. Instead, we have to be able to dig deep into our knowledge base."

Petri Laukkanen, Raumaster

Challenge
Raumaster's operations emphasise project and subcontracting chain management. The storage, categorisation and availability of various types of documentation is paramount. The diversity of operations and subcontracting chains sets challenges for information systems too – the information system used cannot be optimised for a single operating chain.

Solution
Tieto's agile ERP solution and the integrated M-Files document management have been found to be well-suited to Raumaster's demanding operating environment. According to Petri Laukkanen, the Lean System team has provided expert service and listened to their customer.

Results
At Raumaster, the information system is seen as a part of the long-term development of the company. Lean System is not an individual part detached from other operations, but rather to use IT to guide employees towards common operating models.

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