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**Impact of the COVID-19 pandemic
on SME digitisation**



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PREFACE



Sylvia Martin-Knoch, ISGUS Export Manager

Dear Reader,

Despite of the Corona crisis, the ISGUS Group enjoyed a record year in 2020 and, looking at the first quarter of this year, there are strong signals that the positive development will continue in 2021. This growth is largely related to the big push for digitisation driven by the pandemic, affecting all sectors and companies of all sizes, but particularly SMEs, where most of our customers are to be found.

Read in this Newsletter about the impact of the pandemic in terms of digitisation in general, and how ZEUS® X Workforce Management with its large toolset for managing mobile workforces can efficiently support you in reducing the daily challenges of HR management in the current difficult times.

Many questions, hopes and opinions are occupying us and the media. However, little is really concretely foreseeable and calculable. Taking the utmost prudence, care and precaution, our employees at all locations were largely unaffected.

Thanks to this, our business is manageable “as usual” and we are happy to convince you about the important

contribution of our solutions to improve corporate processes in the field of Time & Attendance, Staff Scheduling, Employee Self-Service and Corporate Security in a future-proof way.

Whether you are using our solutions as software as a service in our ISO/IEC 27001 certified data centre or hosted in your own IT environment, digitisation and automation enhanced by ZEUS® Workforce Management undoubtedly leads to considerable simplification and sustainable increase in competitiveness.

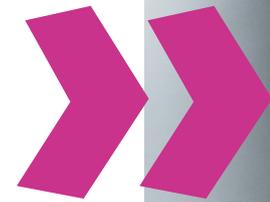
We are happy to answer all your questions. Do not hesitate to contact us directly or make an appointment with your personal ISGUS representative.

Yours sincerely



Sylvia Martin-Knoch

IMPACT OF THE COVID-19 PANDEMIC...



...on SME digitisation. Which measures were taken by SMEs to overcome the crisis and which influence did they have on digitization? [Learn more...](#)

An important prerequisite for companies to be successful nationally and internationally is rule-based, free trade of values. In 2020, however, this has fundamentally changed – at least temporarily. Corona lockdowns restricted both individual employees and companies as a whole, and led to new, different ways of thinking in the SME sector. For SMEs, the most important thing was to secure innovation and competitiveness, to shape digital transformation and cover the demand for skilled workers in their own company.

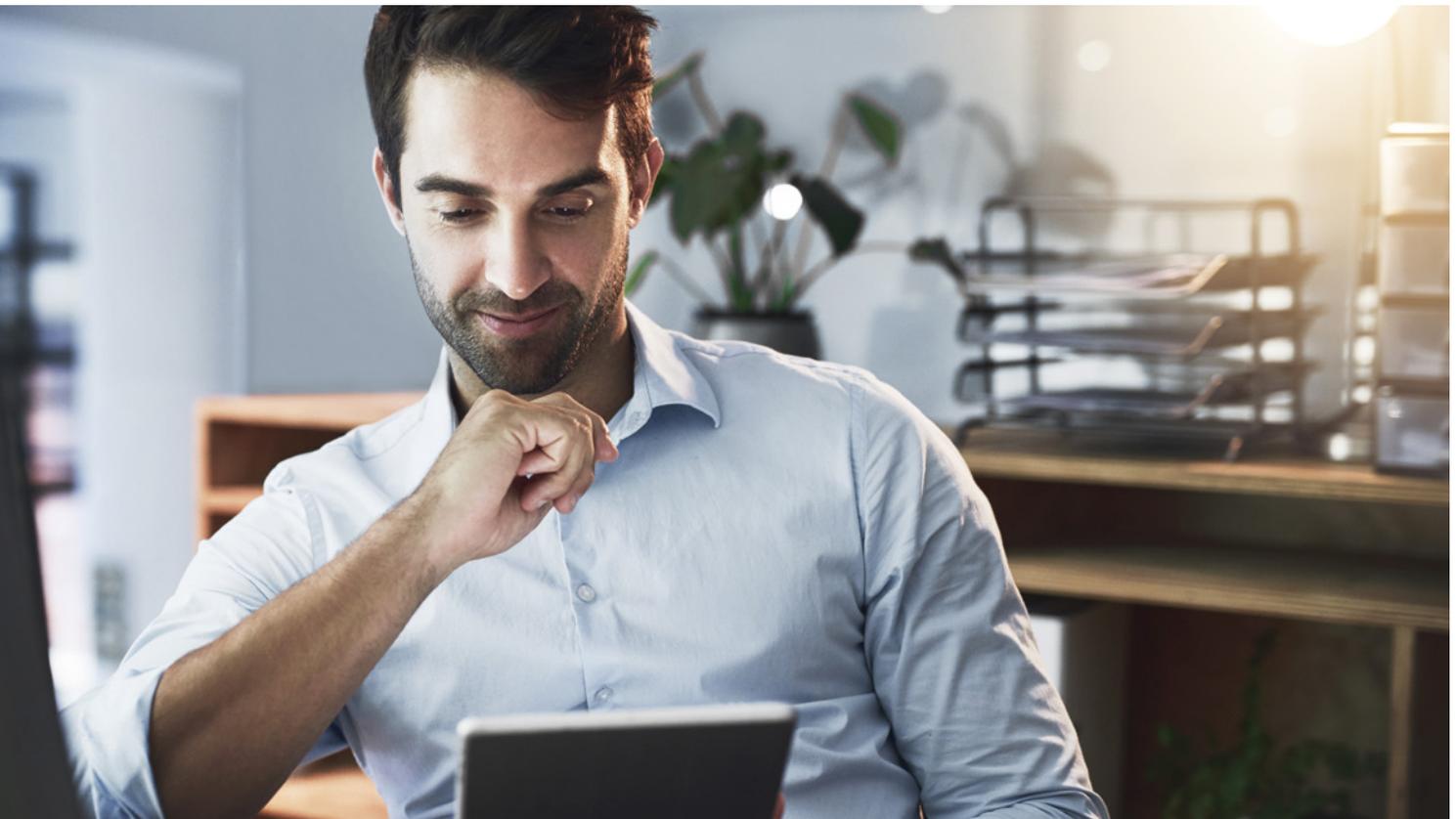
The fact that digital transformation is a key to ensuring competitiveness in the long run and being able to do business in a successful way despite the corona pandemic was and is known to many. However, digitization projects have now been accelerated by COVID-19 in an unexpected way. The question is how the current developments affect the SME sector?

The keywords ‘flexibility’ and ‘individuality’ are in focus. Many SME companies have made adjustments to their product or service offering as a result of the pandemic and they have shifted their business activities to a virtual, non-contact world. To bring about this transfor-

mation, flexibility was both a necessity and a given, due to shorter information paths. Additionally, individual customer requirements have gained in significance.

Next to short-term measures, long-term thinking towards a digital corporate strategy is equally important. This naturally looks different depending on the goal pursued by each SME, but this rethinking offers the opportunity to create a future-proof business model that further promotes the company’s previous corporate development, evolving from a product provider to a solution provider. In addition, SMEs see high potential and importance in the digitization of administrative work. One of the big future challenges of determining individual customer needs can be facilitated by standardising administrative processes and workflows in a digital way.

However, COVID-19 has not only changed working within the company itself, but has also made mobile working, in the form of home office, an important pillar. The basis for mobile work is digital technologies that can be used to digitise work processes. The digital infrastructure as a result of the ongoing digital transformation allows employees to access their data from anywhere.



Of course, concerns about digitization, such as lack of IT competence, data protection and data security or high costs, are justified and must be included in the planning, but must not be an obstacle. Only the clear formulation of goals makes digitization a reality.

One goal can be the digital workforce management solution offered by ISGUS. It simplifies and automates almost all standard processes from T&A and access management to visitor management. This solution additionally supports you in staff scheduling and sustainably improves the collection of production data. Employees and supervisors can thus participate in time management, record their working hours and communicate directly with the ISGUS solution via streamlined workflows, at any time and from anywhere.

With ZEUS® Workforce Management, you always have the freedom to use the ISGUS solution on premise in your own IT environment or as Software as a Service in the ISGUS Cloud. Our own ISO/IEC 27001 certified data centre ensures maximum availability and reliably protects your personnel data.

In addition, mobile time management is becoming more and more important for the modern working world. Our ZEUS® mobile app makes your workforce management system accessible on smartphones and tablets, and allows you to increase your flexibility to a great extent. Contact us now and let us advise you individually, because digitization is definitely not a short-term trend, but an indispensable driver for innovation that contributes to improving profitability and long-term corporate growth.

**IMPACT
COVID-19
DIGITISATION
WORKFORCE MANAGEMENT**



▶▶ HONDA LOGISTICS UK LTD

THE EXPERT FOR JUST-IN-TIME DELIVERIES

Honda Logistics UK (HLUK), established in 1990 and headquartered in South Marston/Swindon (UK), is an affiliate of Honda UK and part of the international Honda Logistics Incorporate (HLI) group.

As a major player in the warehousing and logistics sector for the last 25 years, Honda Logistics' core business is to support Honda of the UK Manufacturing Limited (HUM) as well as the manufacturing plants of Honda Motors worldwide. In addition, Honda Logistics UK provides businesses of any size and from any sector with services covering logistics, warehouse management, training, packaging design and quality assurance.

In early 2018, Honda Logistics UK Ltd. required a replacement for their aging bespoke T&A system and, after extensive research and vendor engagement, appointed ISGUS UK Ltd. to migrate their current platform to the ZEUS® X application.

“One major issue HLUK faced was the fact that we do not operate a standard shift pattern and have well in excess of 200 working time rules,” says Gary Stewart, European Head of IT for HLUK. “Shift patterns in their self are not an issue but when you have so many different rules it is normally enough to scare most other T&A system providers away.”

A key decision criterion in favour of ISGUS was that many of the potential providers usually only offer a turnkey solution with very little room for customisation and future system expansion. Based on past experiences, HLUK was not prepared to opt for a turnkey solution that offers very little scope for change nor to pay a high price for system flexibility and extensibility by integrating endless add-on packages – with no guarantee for successful project implementation in the long term.

The highly modular and customisable ZEUS® X software and hardware solution offered by ISGUS was the perfect answer to their problem. The high-sophisticated, but easy-to-use ZEUS® X system is perfectly suited to accommodate HLUK's current requirements and to realise individual adjustments when and wherever necessary. Gary explains why: “We have seen a noticeable benefit to ZEUS® X with COVID-19 resulting in a high amount of staff being furloughed. Our old system would simply not have coped and would have resulted in hours of manual adjustments, stress and a high possibility of mistakes due to human error.”

Another bonus from HLUK’s perspective was that the ZEUS® X system from ISGUS fully supports running on virtual architecture such as VMware or Nutanix SAAS clusters unlike many of its competitors who insist on physical hardware being the preferred platform. This from any IT point of view is a real benefit from software or version upgrades, security and pen testing exercises that HLUK conducts on a regular basis.

The implementation of the project was managed jointly and, as confirmed by HLUK, very straight forward, unlike so many other projects of this magnitude. “Sure there were those odd moments of head scratching, but nothing was too difficult and often solved quickly and accurately with perfect results; often the ISGUS team found and suggested quicker ways of executing our normal day to day routines with automatic scheduling,” Gary emphasises.

Installation of the solution was quick, clean and professionally conducted both from the software side and onsite installation of multiple clocking terminals across different locations and complex access control, through to the end user training of staff.

No doubt, the ability to customise the time recording terminals has proven to be an important advantage in decision making. “By customising the clocking terminals according to our needs it was possible to accept our current clocking cards that have multiple RFID chips and with multiple uses programmed for vending machines, forklift systems and much more. No other provider was able to offer this and saved us thousands in the long run,” Gary summarises.

Additionally, Honda Logistics put a special focus on the provider’s ability to deliver prompt, reliable and comprehensive support services. “Support on our old T&A system was somewhat lacking often taking days for a response then weeks and a cost for any change no matter how small,” Gary says, and continues to assert, “with

ZEUS® X, this has now changed with a majority of our requirements included in the annual contract that was also refreshingly priced. Most requests or changes have often been dealt within a day or two, and suits our fast paced environment perfectly.

In general, the whole experience from planning to implementation and finally the aftercare was a pleasurable experience compared to other projects over the years”, he concludes.

For Honda Logistics UK, the ability to have such a robust and intuitive platform such as ZEUS® X seamlessly integrated into an infrastructure as complex as HLUK’s is a real benefit and refreshing insight of what a cutting-edge T&A platform can really be like.



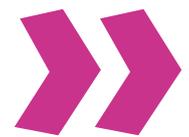
ISGUS Software Solution

- ZEUS® X for 1200 employees at 2 sites
- ZEUS® X Workflow
- ZEUS® X Access Control
- ZEUS® X mobile App
- ZEUS® X Roll Call App
- Payroll export to Sage

ISGUS Hardware Solution

- 12 IT 8200 FP terminals with HID iCLASS reader
- 31 IT 4100 terminals with HID iCLASS reader





FILL UP WITH ACCESS RIGHTS ONCE A DAY

ENHANCED SECURITY FOR ARTISTS AND START-UP'S AT THE "CULTURAL WORKSHOP" IN AUGSBURG WITH ZEUS® KEYLESS DIGITAL LOCKS

Municipal utilities – this is generally associated with local transport, energy and water supply. Culture, on the other hand, does not really come to mind. Different in Augsburg. Here the former gas factory has developed into a creative work of art, offering attractive premises to many artists and start-up companies. Right in the middle as the technical link: an electronic locking system based on the ZEUS® keyless access control system from ISGUS.

The location is not a bad choice to give free rein to creativity as well as to develop successful business ideas. The gas factory, which was completed in 1915, formerly produced gas from coal and survived the second world war almost undamaged. The construction of a large chamber furnace in the 1950s resulted in a real gas coking plant. Half a century later the plant was shut down.

The complex with its courtyard-like arrangement of buildings and gas tanks on an area of 70,000 square metres is today a European industrial monument in a "place with aura". Open air events take place here, and there is also a restaurant and bar. A part of the State Theatre is at least temporarily housed here and has rented 80 percent of the premises. The other 20 percent consist of offices and practice rooms as well as studios for cultural workers and start-ups.

There are several reasons for access control with electronic locking systems. One of them: "We want to save ourselves keys and key management", says Bernhard Liepert, Project Manager Electrical Engineering. According to ISGUS sales representative Christian Danziger, it

is no coincidence that ZEUS® keyless was chosen: "The municipal utilities have been working with us for several years, most intensively in the field of ZEUS® access control. For time management, ISGUS supplies terminals that transfer the time bookings directly to SAP."

The municipal utilities have followed every step of ZEUS® development, always using the latest generation. This means that in addition to access control and SAP time recording, the multifunctional employee cards can also be used for payment in the canteen or stadium, for example. The LEGIC advant transponder technology makes this possible. Today round about 125 access control and 35 time and attendance terminals are distributed throughout the city.

So what milestone does ZEUS® keyless represent in the creative work? The doors in the other buildings of the municipal utilities are cabled and also integrated in the access control. The centrally stored access authorizations for each individual door are distributed to several so-called access control centres where they are available around the clock to check access bookings.

Depending on the numbers and structure of buildings, this cabling is a cost-intensive matter. And inflexible too, as Bernhard Liepert explains “we deal with a large number of functional rooms and different tenants at the creative work – resulting in highly complex access authorisations. This requires flexible handling so that the associated effort for all those involved is kept within limits.” The theatre is a descriptive example: for the ballet hall in the 6th floor the dancers need access, but not the actors. At the workshop on the first floor, where sceneries and props are created, the dressers have no business. The cleaning staff, on the other hand, understandably have to do their work everywhere - but not all the times. And the outside entrances are used by everyone in the same way, of course. Another example are the studios, practise rooms and offices for cultural working people and start-ups. Fluctuation is part of everyday rental life.

They didn’t even want to start with keys here. And it is immediately obvious that the theatre people and tenants do not want to be constantly on hand to update authorisations on their transponders or have them blocked in the event of loss.

The solution: daily validation, i.e. allocation of spatial and temporal access rights at generally accessible terminals - so to speak “filling up with data”. The five municipal utility employees currently working here do this via their time recording terminals - technically this not a matter of course, but an innovative ISGUS service. There is a central validation reader for the theatre staff and the other tenants. If desired, additional readers can be set up for the so-called “access-on-card” procedure. The handling of this offline solution is simple: “The transponder is written contactlessly with the authorisations when presented to the reader,” explains Bernhard Schwaighofer, head of ISGUS-bavaria.

“Afterwards, you only have to hold it against the knob of the respective door - and the system clears the way”.

And because this is so practical – and economical – the properties of the municipal utilities divisions Holding, Energy and Transport will also be equipped with ZEUS® keyless in the coming months. “Because here, too, we need flexible authorisation allocation. This makes it much easier if, for instance, trainees change departments or even entire departments move”, says Bernhard Liepert. Up to now, the company has managed with passing on keys reprogramming ID cards. The new access solution is designed for 3,000 users. A 500,000 euro project which demonstrates that the Augsburg public utility company not only has a knack for culture, but also for organisation and security.

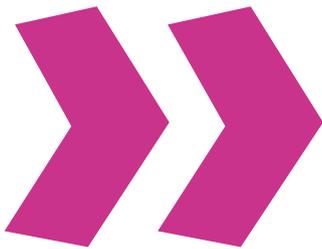
ZEUS® KEYLESS ACCESS CONTROL MUNICIPAL UTILITY ELECTRONIC LOCKING SYSTEM



from left: Bernhard Liepert from Stadtwerke Augsburg, Bernhard Schwaighofer and Christian Danziger from ISGUS-bavaria GmbH

CERTIFICATIONS OF THE ISGUS GROUP

Excellent product and service quality is based on high demands on one's own performance in line with applicable standards and guidelines.



To be able to guarantee a reliable end product, you have to enforce and comply with various standards during the entire production process. We at ISGUS equally follow this path and work in accordance with all current norms and standards, which certifies our conscientious work in the area of quality management, IT security and SAP compatibility.

ISO/IEC 27001

As the leading international standard for information security management systems (ISMS), the ISO/IEC 27001 is a must for the ISGUS data centre and a guarantee for our customers regarding the availability of their application and the security of their data. The ISO/IEC 27001 is the most important cyber security certification and, as such, the basis for identifying, defining and permanently improving all relevant processes. The standard creates a framework ensuring continuous information security and risk minimisation, thus making IT security part of the corporate culture. We at ISGUS are well aware of our responsibility that arises from handling third party data, especially with regard to our Software as a Service (SaaS) solution in the ISGUS cloud, and are therefore particularly proud of this certification.

Certification for SAP S4/HANA and HR-PDC 4.5

ISGUS has been an SAP partner for more than 25 years, and thus we have in-depth know-how and extensive experience from numerous projects. The compatibility of our ZEUS® Connect 4 for SAP HCM solution with the current versions S4/HANA and HR-PDC 4.5 is guaranteed, and the latest recertification by SAP has recently

been completed.

ZEUS® Connect 4 for SAP HCM provides SAP users with a reliable and technologically advanced solution for connecting ISGUS terminals for time and attendance and shop floor data capture as well as the entire portfolio of readers and components for corporate security and the management of visitors and external persons to their SAP system. Major clients from all sectors of the economy, public administration and the police have been working successfully for years with the high-quality software and hardware solutions from ISGUS.

ISO 9001

ISO 9001 sets the standards for quality assurance and optimisation. The ISO 9001 High Level Structure (HLS) is based on the PDCA cycle (Plan, Do, Check, Act). This incorporates the context of the organisation, leadership and planning for quality management, as well as supporting measures, operations and performance evaluation including subsequent improvement actions. The ISO 9001 principles are customer orientation, leadership, involvement of people and evidence-based decision making, which we at ISGUS have firmly internalised in our daily work.

**SAP PARTNER
QUALITY ASSURANCE
PRODUCT- AND SERVICE QUALITY
CYBER-SECURITY-CERTIFICATION**

ZEUS[®] DIGITAL WORKFORCE MANAGEMENT FROM ISGUS

»»
TO THE VIDEO:



Why should you use ZEUS[®] Time and Attendance to record your employees' working hours? Our video explains this quite simply. Have a look...

With digital Workforce Management from ISGUS you can implement every conceivable work arrangement and flexibly adapt your working hours to the respective workload. Your employees communicate in an autonomous, self-dependent way via integrated workflows with ZEUS[®] and complete routine tasks such as holiday requests or booking updates with minimum effort and without loss of transparency.

With ZEUS[®] Time and Attendance you can solve all time management tasks in a time-saving and reliable way. Thanks to user-friendly employee-self-services, automatic notifications and interactive communication between people and the system, time demanding tasks become standard processes.

ZEUS[®] is suitable for any business sector and company size. The scalable range of functions and the modular structure can be tailored to meet your individual requirements, adapting to your ever-changing business needs.

The advantages of our solution are obvious:

- » Ideal scheduling of individual working times has a highly motivational effect on your workforce and is often the decisive factor in competition to get hold of qualified personnel.
- » With the time management solution from ISGUS, you flexibly adjust your working times to the rapidly changing workload.
- » ZEUS[®] enables you to define the most flexible work patterns for different employee groups with individual working hours. At the same time, ZEUS[®] ensures compliance with collective bargaining agreements and legal provisions on the one hand, and your individual company or service agreement on the other.

VIDEO
DIGITAL SOLUTIONS
ZEUS[®] TIME & ATTENDANCE
RECORD FLEXIBLE WORKING TIMES

THE ISGUS GROUP

AS INTERNATIONAL AS ITS CUSTOMERS AND ITS SOLUTIONS

ISGUS with its close net of distribution partners, its entirely customer-orientated and excellent service and training concepts, is your strong and reliable partner now and in the future.

Benefit from our longstanding experience resulting from over 15,000 installations worldwide.



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