

Quintiq was acquired by
Dassault Systemes in 2014 and is now
DELMIA Quintiq

Case study

RTD gets rapid return on investment after implementing Quintiq

RÖNTGEN TECHNISCHE DIENST (RTD)





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Röntgen Technische Dienst (RTD)

RTD is an independent company that offers non-destructive testing and inspections of technical installations. RTD serves customers in various sectors from onshore and offshore gas to petrochemicals, energy and construction. The international company employs more than 1600 people, including about 400 in the Netherlands.

When RTD’s planning capabilities reached their limits in 2004 because of company growth, they began a search to purchase a new integrated planning solution. After an extensive selection process, RTD selected the Quintiq planning suite. The solution is now fully operational at RTD’s international division, and has proven to be a success. Because of better planning, RTD is better able to use existing equipment, thus postponing a planned investment in new equipment and saving the company money.



Growth

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In 2006, RTD became part of the Spanish Applus company, which specializes in the certification of installations. “We have grown considerably in the Netherlands and internationally in the last few years,” says Marcel Blinde, director at Applus RTD Project Services, the international division of RTD. “And that was the reason we started searching for a new integrated solution for supporting our business processes and our planning. It was obvious that our existing approach with separate systems for our processes and Microsoft® Excel® spreadsheets for our planning would not be sufficient in the long run.” Not only was the growth of its activities a problem for RTD, but they were also experiencing an increasing lack of highly skilled technical personnel. “We wanted a planning solution that would enable us to optimize the deployment of staff. The objective was primarily to improve the utilization of our capacity. With an intelligent system one cannot only realize optimal planning, but also prevent employees with specific qualifications from being put on projects too often and being overloaded.”

Finding the right solution

RTD started with a study of possible software solutions. For supporting its business processes, RTD chose Microsoft Dynamics® AX®. For employee and equipment planning, the company surveyed some 20 solutions. “We wanted one integrated solution for our Dutch and international planning activities that would offer the intelligence to improve our flexibility. In this way we wanted to be able to operate in a more customer-centric way.” After further surveys, RTD selected two solutions, including the Quintiq suite. The two solutions were researched thoroughly. “These two didn’t differ much with regard to functionality,” says Blinde. “But in this phase Quintiq proved to provide answers to specific questions and requirements we had. The commitment with our activities was strong and that was one of the main reasons we chose Quintiq. In addition, we had a closer look at the implementation of the Quintiq software at the Flemish broadcaster VRT. Here the same situations occur as with us. There’s a large project – at VRT a television show – and for that purpose one needs a number of qualified employees and various equipment. At VRT, Quintiq had proven to be able to cope with this in the right way.”



Implementation leads to immediate results

RTD Project Services, which is responsible for all international activities, was the first to use the software. This was an immediate success. The division found that it could free up to 20 percent of its equipment. "Without the proper planning software, people tend to plan carefully. You don't want to risk a situation in which equipment is not available once a project starts, so you take a safety margin. Now that we have all our information in our ERP system in place and now that there's a link with the Quintiq system, we are able to optimize our planning. As a result it's no longer necessary to keep safety margins. A planner knows exactly what is needed

and can see instantly in the Quintiq system if equipment is available. With this approach, we have been able to create quite some space in our equipment capacity, resulting in the postponement of a planned investment in new equipment. In addition we now have an integrated system. At every RTD Project Services location we have the same information available. Changes are immediately visible. This is a huge improvement compared to the old situation when we used Excel sheets. Then you could never be sure if you had the right version."

Blinde finds the Quintiq software quite easy to use. "We have carefully designed the solution and have made sure that every user has the parameters he or she needs to do a good job. Our operational planners have all the capabilities to allocate people and equipment to projects. Other users have access to parts of the system for making tactical planning. In this way we can keep things well-organized."

According to Blinde, the Quintiq software – which will also be implemented at other divisions – has already proven to be the best tool for optimizing planning. "We now have a good insight into all of our activities, regardless of the location we are at."



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