



Entertainment

Beyond enchantment: the Efteling's quest to digitalization

The Efteling, a tourism and leisure industry pioneer, has always been at the forefront of enchanting millions with its magical experiences. Michiel van der Straten, Application Specialist/Process Engineer at the Efteling, plays a significant role in ensuring that the logistical operations behind the scenes are as spellbinding as the wonders Efteling presents to its guests. With a fresh implementation of a software solution for scanning delivery notes, the Efteling embarked on a journey toward digital transformation, emphasizing its commitment to innovation and excellence.

Every quest has a start: identifying the challenges

Before the implementation, the Efteling faced a significant challenge: a physical archive of delivery notes that needed to be more space-consuming and updated. The meticulous process of checking, registering, and storing packing slips became increasingly cumbersome, especially with the company's growth. The primary goal was to minimize the physical archive and halve the processing time of the current situation, addressing inefficiencies head-on with a solution-oriented approach.

Selecting the golden apple of progress

Guided by Michiel van der Straten, the Efteling's journey toward digital innovation was sparked by their existing satisfaction with Readsoft Invoices. This experience streamlined the decision-making process, quickly positioning Dynatos as the clear choice. The absence of a formal vendor comparison reflected the Efteling's confidence in the strength of their ongoing partnership with Dynatos, highlighting a mutual commitment to excellence.

Implementation: a collaborative venture

The implementation began with targeted workshops engaging end-users, pivotal for integrating the Efteling's charm into the solution. Tailored training and a phased rollout led to a smooth transition to the new system, despite the need for upgrades and initial technical hiccups.

The process had challenges, such as needing a technical upgrade for the already in-use Process Director Accounts Payable module and addressing the capture component's initial technical issues in the Process Director Delivery Notes module.

Both of these modules are certified add-ons on SAP, ensuring seamless integration with Efteling's existing systems. Additionally, the timing of delivery note submissions by suppliers and their processing in Efteling's SAP system varied by supplier and required specific attention, which remains an ongoing concern. The Efteling's determination, backed by Dynatos's know-how, facilitated a successful implementation with their pre- and post-launch support.



Image: www.efteling.com



Dynatos has provided us with an application that elevates our wondrous logistics to an enchanting level.

Michiel van der Straten, Application Specialist/Process Engineer at the Efteling

Reaping the benefits of transformation

The implementation heralded a new era of efficiency and process optimization at the Efteling. With an expected significant increase in processing speed and the digitization of delivery notes in the SAP system, other departments like finance can now easily access these documents. This transformation is a testament to Efteling's forward-looking vision, setting a foundation for future technological integrations and breaking silos to cooperate and streamline processes across different departments.

Adapting to the music

The adoption journey had its initial challenges, with some users finding the solution a steep learning curve. However, through dedicated training and familiarization, the solution is now deemed highly effective by the team, showcasing the Efteling's commitment to meticulous and solution-oriented approaches to challenges.

Quest results for the Efteling

- ✓ Significant increase in processing speed.
- ✓ Digitization enables easy access across departments.
- ✓ Enhanced professionalization of back-office processes.

Support and service: a testament to partnership

The Efteling rates the support and service from Dynatos as exceptional, highlighting their expertise, responsiveness, and flexibility. This positive feedback underscores the trust and reliability of the support received, further cementing the successful partnership between the Efteling and Dynatos.

Emulating Tallneck: Stretching into the Future

With eyes set on the future, the Efteling and Dynatos are exploring ways to extend this digital transformation to other areas, like scanning and processing quotations. The integration with standard SAP and compatibility with S4/HANA are significant advantages that the Efteling is keen to leverage, recommending Dynatos's solution for its innovative edge and commitment to excellence.

A testimonial to wonder

"Dynatos has delivered a tool that elevates our logistics, streamlining our operations and enhancing efficiency," says Michiel. "This technology ensures our guests enjoy the seamless, wondrous experience they expect from us." The Efteling's digital evolution, powered by Dynatos, mirrors its commitment to enchantment and operational excellence.

What can we do for you?

Dynatos | Measurable results. Noticeable impact.

www.dynatos.com [+31 30 30 74 32 7](tel:+31303074327) info@dynatos.com
Astronaut 22G, 3824 MJ Amersfoort, The Netherlands

