

Eticor Customer Success Story

Easy communication and management of legal requirements and records with GEORG Compliance Manager®.



Company

ERBACHER – the food family
www.food.family.de

Industry

Food and feed for pets and farm animals

Company size

Approx. 800 employees

Products

Food and feed

GEORG Modules

GEORG Legal Manager and
GEORG Audit Manager

1. The Challenge

Which challenge(s) did you face before implementing the GEORG Compliance Manager® (GEORG)?

One of the biggest challenges for Erbacher was to specifically assign the legal tasks to the responsible employees and to raise awareness among employees about the importance of complying with these tasks. The documentation of legal compliance was an additional challenge.

Which goal(s) were to be achieved with the implementation of GEORG?

The implementation of the GEORG Compliance Manager® is intended to create a transparent organization within the company and, most importantly, a legally compliant organization in which executives as well as individual departments are always informed about their legal requirements and can view them at any time.

The aim is to provide for a clear structure and raise awareness of compliance throughout the company.

2. The Solution

What were the reasons for choosing Martin Mantz Compliance Solutions and GEORG?

Martin Mantz Compliance Solutions focuses on quality and is a regional company. Both aspects were key decision factors for the management of ERBACHER - the food family.

How does GEORG help with addressing the challenges you mentioned above?

GEORG Compliance Manager® helps us first and foremost by creating a basic structure regarding the management and distribution of legal requirements. Additionally, each employee gets his tasks individually and is held accountable to various obligations for providing evidence and to stay within deadlines.

The use of GEORG avoids challenging documentation obligations and provides information directly to the responsible persons. The degree of personal responsibility of each employee is strengthened by GEORG.

How and in what way does GEORG add value to your company?

GEORG delivers added value especially through recording and pre-sorting of company-specific regulations as well as person-specific task delegation.

In addition, GEORG offers us an important protection factor for each individual employee, as important documents and notes are inserted directly into GEORG in order to be able to provide reliable evidence in the event of an inspection.

GEORG is also very helpful when it comes to staffing new positions. On the one hand, the tasks and procedures of previous employees can be tracked and checked, and on the other hand the roles of the previous employee can be directly assigned to the new employee. In this way, no tasks or re-sponsibilities get lost.



3. The Implementation

Did you experience any challenges during the implementation? How did you and the team from Martin Mantz Compliance Solutions deal with these challenges?

At the beginning of the project, we faced challenges in maintaining and updating the employees or in creating the company structure.

To meet this challenge, Martin Mantz Compliance Solutions offers its help in the form of various workshops and training courses to map the organization appropriately in the GEORG Compliance Manager® and to structure it according to areas and persons responsible.

Thanks to the continuous cooperation with the staff of Martin Mantz Compliance Solutions, our operational data is always kept up-to-date. Overall, the workload for us is now very low. The number of support calls is also decreasing, which we see as a good sign.

GEORG enables our company a simple communication and management of legal requirements and proofs with simple operation and low maintenance effort.

David Holl, quality management | environment and energy
Josera Erbacher Service GmbH & Co. KG

Dear readers
This Customer Success Story refers to the experiences with the GEORG Compliance Manager®.

Our rebranding has changed our brand name as well as the name of our Compliance Management software:
GEORG Compliance Manager® has become Eticor.

The core remains the same: Therefore, the aspects mentioned within the success story remain the same and can be equally applied to Eticor.

Further Eticor Success Stories can be found [here](#).

4. Results and opportunities

Since implementing GEORG, what positive changes have you seen in your company?

It is particularly positive that the awareness of employees, especially with regard to their responsibilities as managers or leaders, has been enormously strengthened and emphasized. Although the implementation of legal regulations is not one of the most popular activities, they are nevertheless of great relevance. Therefore, GEORG helps us a lot to act as legally compliant as possible and to document this at the same time.

Another positive feature is the brief summary and the reference to the relevant legal text in the respective GEORG task. This relieves the employees of a large amount of work. Especially in times when time equals money, this is a feature that we consider to be a great benefit. When hiring new employees, we briefly train them, explain the system and how they can use GEORG most effectively. We then transfer the duties of an old employee to the new employee. After a short introduction to GEORG, there are usually no queries, which also speaks for the simple and intuitive operation of GEORG and shows how easy the system is to use.

Would you recommend us to others? And why?

Absolutely. We definitely recommend GEORG due to the good layout of the system, the competent support from GEORG Support and the comprehensive and friendly advice from the team. The quality and clear formulation of the clearly presented legal obligations should also be emphasized.

Make an appointment

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