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## Efficient exchange of technical documents with suppliers

Case study: NEM Energy B.V.

### Industry insights

With more than 95 years of experience, NEM offers a product portfolio focused on Heat Recovery Steam Generators (HRSG) for power plants ranging from industrial size to the very large boilers behind the most powerful gas turbines. The company develops customized solutions in close cooperation with customers all over the world. In order to implement the project-specific requirements of customers such as Siemens Energy, NEM works together with its suppliers to define the required scope of documentation in a Vendor Document Requirements Sheet (VDRS) in addition to the components. This contains the documents requested from the suppliers, which needs to be checked and approved by various departments within NEM.

During the project runtime, which on average is two and a half years, the company exchanges up to 50,000 documents per project (construction design drawings, installation instructions, operating and maintenance manuals, safety plans, spare parts lists, etc.) with suppliers, manufacturers, and customers.



**Arjen Ruis**

Digital Excellence  
Solution Specialist  
NEM Energy B.V.

## The task

In late 2022, Siemens Energy spun off the NEM Energy division, and Mutares SE & Co. KGaA took it over. This meant that the existing system used for collecting supplier documents (Siemens Plant PDM) had to be replaced. It was therefore necessary to find a new document management system for maintaining the project documentation and migrate the associated documents, structures, metadata, etc. within a very short timeframe.

“The time schedule for the changeover was extremely tight. Together with Fabasoft Approve, we succeeded in initially introducing cloud-based software within three months, which we can use to quickly and easily exchange important project documents with our suppliers and customers. We work very closely with Fabasoft Approve’s Professional Services Team to continuously develop our processes,” says Arjen Ruis, Digital Excellence Solution Specialist at NEM Energy B.V..

## A shared view for NEM and its suppliers

The entire process, from the procurement of the required documents from suppliers via the internal handling of the review and approval processes is completely digital with Approve on Fabasoft PROCECO. The next step is to integrate customers into the transmittal process. This software improves transparency and facilitates collaboration across company boundaries. NEM’s suppliers have direct access to the documents in the web-based application. Automatic e-mail notifications remind them to complete the assigned task.

The supplier receives the task to upload the requested documents in the so-called work list. The system automatically adapts the naming scheme to NEM’s specifications. This saves employees a lot of time and prevents errors caused by manual entries. As soon as this is done, the Document Control Team receives a task to formally check the documents. If, for example, the cover sheet is missing, the software automatically sends the document back to the supplier. If the formal check is OK, it forwards the document to the engineering department, which then carries out the technical check. As soon as the document is approved, it is sent back to the Document Control team which at turn can automatically forward it to the supplier, manufacturer or customer.

Small projects, such as ordering spare parts or small modifications, for Service and Warranty are also processed via Approve.

## Tailored to the needs of NEM

Behind every document is a sophisticated metadata model that meets the requirements of NEM. The Document Control Team fills in metadata such as PBS code, document type, VDRS number, etc., which are already recorded in a Microsoft Excel list (VDRS), with bulk operations. This leads to greater efficiency, as several work steps automatically follow one another.

## Quick overview of all requested documents

The 50 suppliers distributed around the world, as well as internal employees, can see at any time which documents still need to be sent and which have already been approved. This ensures a Single Source of Truth for all parties involved. NEM administrators create their own low-code/no-code reports and adapt them flexibly. These reports help the expeditor to identify quality and deadline issues at an early stage, including subsequent discussions with suppliers.

There are now more than 250 users of Approve, from project management, purchasing, engineering, and quality control, as well as all of NEM’s suppliers.

## About NEM Energy B.V.

The company established in 1929, and known worldwide simply as NEM, is a globally leading Original Equipment Manufacturer (OEM) in the field of heat transfer technologies and exhaust systems. NEM has focused its activities on the Energy business. The portfolio includes Heat Recovery Steam Generators (HRSG), Waste Heat Recovery Units (WHRU), diverters & dampers, as well as service and spare parts for existing installations. NEM’s customized solutions promote a carbon-neutral society in three ways: increasing energy efficiency, flexible operation of power and heat generation, and carbon-free heat transfer.

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