



# PORT OF AARHUS, DENMARK

“Ultimate Software should not change? Certainly, the guys working for us!”

In this case study henrik Munch Jensen, Assistant Director at Port of Aarhus, tells about recent IT developments at Port of Aarhus for which they cooperate with Ultimate Software and 'Netcompany'. “Yes, we are a happy customer, it is rather complicated, we are pleased that the people of Ultimate Software know what we are doing, both on the technology side and as a port operator. They know what we are talking about.”

## Introducing Port of Aarhus

More than 1000 years ago there was a port in Aarhus already. The current port of Aarhus has been built on new land reclaimed from the sea during the last 200 years. Nowadays it is a very new and modern port for containers, dry bulk, liquid bulk and passengers, built in the last 20 years. The port of Aarhus serves three different types of customers in FlexPort: (1) tenants who lease land, warehouses or offices, (2) agents with ships calling at the port using maritime services and (3) stevedores using cranes for loading and unloading cargo.

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## **CHALLENGE** **BEING FUTURE-PROOF**

## **SOLUTION** **TECHNICAL AND PORT EXPERTISE, GOOD TEAM WORK**

## **RESULT** **IT'S A GOOD EXPERIENCE: THEY CHALLENGE US TO THINK DIFFERENTLY**

"Many companies just do what a client asks. At Ultimate Software, they first make sure whether this is what we really need."

Henrik explains: "In the beginning of 2015 we felt the need for a new 'future-proof' system which can handle the majority of all port activity. We preferred just one company as our partner. At that time Ultimate Software didn't have specific Danish accounting knowledge we needed. Ultimate Software then found a Danish company called 'Netcompany' to work with. The cooperation between the two is very good and complementary. The main reason for our customers to come to Port of Aarhus is the location, the infrastructure and the facilities. For sure the data flow is very important as well. This was the reason to choose Ultimate Software, it was a strategic choice. Other parties we talked to, were no experts in ports and would have had to build new systems."

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Henrik continues: "FlexPort of Ultimate Software includes 80% of our activity, it is as complete as we prefer. The remaining activities are more 'local' and specific for the port of Aarhus, we take care of those in standard Microsoft Dynamics or other special systems. Something else that works out well is that customers can access the system through a customer portal, it supports both the port side and the port visitors side.

It is good to work with Ultimate Software. They know what we are talking about, there is no need to explain to them how things work in a port. Besides that, technically, the system is done very well. And they deliver good work as a team: they have guys good at solving problems and others making quick decisions and getting things done."

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Port of Aarhus is very satisfied with FlexPort in which they execute all port processes whether those are for tenants, agents or stevedores, it is all in FlexPort. Several systems of external parties, like StatBank (Danish statistics), Lloyds and PICit (information logistics for transport parties), are integrated with Port of Aarhus's system. Data is transferred between the systems automatically. Henrik concludes the interview saying that Ultimate Software challenges them to think about what they really need: "Many companies just do what a client asks. They don't. When we ask for new functionality, they always check whether this is what we really need. They think about it themselves and they help us to think further about our own ideas, they challenge us to think differently. At Ultimate Software, before developing they first make sure whether this is what we really need."