

Working with Richard Schmid.

My name is Barend Biesheuvel, working with Honeywell in Amsterdam. I worked with Richard almost 20 years now. I will describe below our project.

In 1998 Honeywell decided that a catalog database system was needed for Honeywell in Europe. I collected all requirements, and putted it in a 30 pages document. Several companies were invited to make an offer. Tanner, where Richard was working at that time, was the best option.

In the year 1999, a Tanner team, and myself had several meetings around the table in Lindau. We discussed all requirements. There were many questions from Tanner, and I could answer them quickly. Richard did all developments, and I did all the tests in my office in Amsterdam. We had several meetings in Lindau discussing the bugs.

The first catalogs (in English and Italian language) were published on the web in the year 2000. Printed versions, and CD-catalogs were also made with the system.

Honeywell felt the need to optimize the system continuously. I checked with customers and internal users what was needed. Each year I described new functionalities for the system, and Richard did all programming work. It was just the two of us, understanding each other well, and having both a pragmatic approach. A few phone calls, and mails were always enough to start the next improvement. Richard was able creating really everything what Honeywell needed. There were also bugs, but one phone call was normally enough to explain the problem. And a few days later such problem was solved.

The whole catalog system expanded to more than 20 languages, 6 brands, and 50 users. Even low skilled people were able working with it, and creating their catalogs. A semi-automatic translation function was developed. An easy proof print function was available. And many other features became available for the users. So, the time needed for creating and updating high quality catalogs was really brought to the minimum.

Richard moved to other companies, but this did not affect Honeywell. We are happy for having him still for supporting us.

Honeywell develops in the meantime a Global catalog database system with American companies, meant for E-commerce. The transition from the old system to the new one is not easy. We needed new export functionalities, new test features, and new maintenance reports. Richard developed them all, working in the same way with me, as we do now almost 20 years.

Barend Biesheuvel

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