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Making the best use of knowledge

Good service thanks to central archiving and workflows



“With ELOenterprise, we are significantly increasing our productivity and service vis-à-vis the customer and can obtain internal time and cost benefits.”

Ralf Krippner,
CEO of Hoffmann + Krippner

With ELOenterprise, Hoffmann + Krippner can obtain information on customers and products at the click of a button. The DMS is linked to the ERP system Infor. Invoices, delivery notes, order confirmations and in general written correspondence from Office documents or e-mails are recorded and archived in full in ELOenterprise. The company's knowledge is recirculated efficiently and used optimally. Proximity to customers can be optimally experienced with ELO.

Hoffmann + Krippner – the leading manufacturer of customer-specific keyboards in Germany – not only produces keyboards but also develops solutions. This is because no two keyboards are alike. Some are illuminated internally, others repel all types of dirt or are located on the monitor itself. Finally, the keyboards needed in environments with high hygiene requirements differ from those used in public administration. Ground-breaking technologies and customer-focussed project management are therefore essential at Hoffmann + Krippner.

Solution

an additional benefit



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All information at a glance

Overview

Country: Germany
Sector: Industry

Company

Hoffmann + Krippner develops and produces customer-specific keyboards for industrial use. The product range spans from simple flexible membrane keyboards through to "intelligent input systems" with integrated electronics and defined interfaces. Since its foundation in 1972, the company has developed into the number one manufacturer of complex complete solutions with defined interfaces and casings.

Challenge

Making information on customers and products available to staff at the click of a button. The DMS should be linked to the ERP system Infor.

Solution

Invoices, delivery notes, order confirmations and general written correspondence in Office documents or e-mails are recorded and archived in full in ELOenterprise. The old paper documents have also been digitised and are also available in the central archive.

Benefits

Now if an employee needs information on customers or products he can get it at the click of a button. Proximity to customers can thus be experienced. The company's knowledge is recirculated efficiently and used optimally.

Optimum processes for ground-breaking technologies

The company's product portfolio thus meets the highest requirements, from simple membrane keyboards to complex special developments. This range of products requires expensive and complex processes throughout the company. For this reason, fast information searches and the transparency of business processes are essential for coping with the high demands of quality and customer service. Hoffmann + Krippner therefore decided to also focus on ground-breaking technologies when optimising corporate processes and to introduce a document management system (DMS).

Transparent processes increase productivity

Over 35 years of experience and success in developing tailor-made keyboards speaks for itself. However, success has been accompanied by a huge amount of document management. For this reason, the existing physical archive is to be digitised so that important information on customers and products is available at a glance. In cross-departmental processes in particular, this type of transparency is important for enabling efficient working. The ability to easily link the DMS to the existing ERP system Infor and the integration of documents and e-mails from Office applications was given. When evaluating the different DMS providers, however, Hoffmann + Krippner considered the ease of use of the DMS to be a crucial factor. A user-friendly solution which untrained staff can also work with was thus a basic requirement. In brief: The standards the company sets for its own technology and customer philosophy were also expected of the quality and service of the DMS provider. After extensive evaluation of various DMS solutions, Hoffmann + Krippner decided on *ELOenterprise*.



Thought-out projects save money

The component/server architecture of **ELOenterprise** makes it easy to design complex interfaces to operational systems. In addition to its extensive functionality, **ELO** also has an easy-to-use interface. Furthermore, the competence and service of the **ELO** business partner convinced managers.

The **ELOenterprise** project was implemented at Hoffmann + Krippner in just a few weeks. The costs for introducing the DMS could thus be drastically reduced. Connecting **ELO** to the ERP system Infor now enables the automated archiving of documents. A flexible and standardised interface solution from the business partner was used here which guarantees seamless integration. Old paper documents have also been digitised and are integrated into the solution.

Open system architecture

Invoices, delivery notes, order confirmations and general written correspondence in Office documents or e-mails are recorded and archived in full in **ELOenterprise**. Old paper documents have also been digitised and are available in the central archive. Now if an employee needs information on customers or products he can call it up at the click of a button. The company's knowledge is thus being efficiently recirculated and is used optimally.

“The rapid implementation of the DMS project was obviously very positive for us since it reduced introduction costs.”

Ralf Krippner,
CEO



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Standardisation & automation

“ELO has a high user acceptance since even untrained staff can easily work with the solution.”

Ralf Krippner,
CEO

Thinking ahead

The next important step for Hoffmann + Krippner is the standardisation of processes with **ELOenterprise**. Lines of samples are produced for orders which the customer evaluates. This was all done previously using forms and a great deal of paperwork. The process is also dealt with in parallel in different departments. In the past, this often led to redundant customer queries. The workflows integrated in **ELOenterprise** can specifically define and manage processes and time scales. Processes are thus kept moving and do not stop. If an employee is out of action, clear proxy rules are created and the processing flow is therefore guaranteed. The entire process and the complete coordination with the customer are neatly documented. This results in huge improvements in quality, time savings and cost reductions for the company.

The upshot is clear: One DMS is not the same as another. The individual adaptation to the needs and processes of Hoffmann + Krippner using **ELOenterprise** enables the company to implement the leading maxims of customer proximity and quality far better. Furthermore, the flexible **ELO** technology is contributing to the further success of Hoffmann + Krippner.