

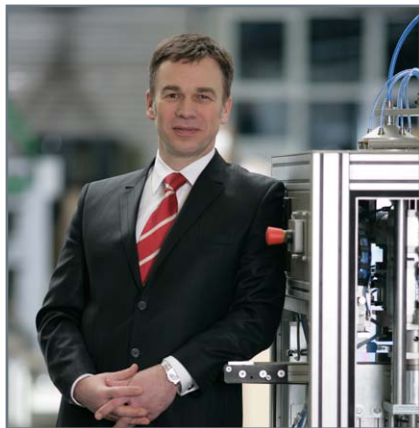


Reference

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## Fast, efficient and transparent processes

### Saving time and speeding up the information search



*“ELO impressed with its user-friendly interface and the connection to SAP Business One through the BLP in particular.”*

Jakob M. Hess,  
CEO of pfaff aqs

With *ELOenterprise*, the employees of pfaff aqs GmbH access all of the company data quickly and directly. For this purpose SAP Business One was connected with the help of the ELO Business Logic Provider. In this way, all the relevant documents from SAP are continually archived in *ELOenterprise*. Employees have direct access to documents in the ELO archive from SAP. The automation of incoming mail with ELO workflows and the automated management of documents creates fast, efficient and transparent business processes at pfaff aqs.

pfaff aqs is the specialist in permanent quality assurance and optimisation of industrial production processes. A subsidiary of the leading international Danish group FLSmidth & Co. A/S, pfaff aqs develops, produces and supplies automated quality control systems to customers in over 50 countries. These include companies from the cement, metal, mineral and chemical industries. The product range covers every stage of the testing process chain – from sampling to transport and processing to analysis.



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## Central information availability

### Overview

Country: Germany  
Industry: Industry

### The company

pfaff aqs GmbH, based in Wuppertal, is a subsidiary of the Danish group FLSmidth A/S. pfaff aqs is the specialist in permanent quality assurance and optimisation of industrial production processes.

### Challenge

SAP Business One document archiving, incoming mail, faster direct access to relevant documents.

### Solution

**ELOenterprise**. SAP Business One link via **ELO BLP** in the sales and procurement divisions incl. the third party provider modules (BEAS: production, quality assurance, materials management, costing).

### Benefits

The company saves a great deal of time in the search for information and also saves on paper. Information is available to employees centrally and at the click of a mouse. Workflows and processes can be traced transparently and precisely. The company's high standards of quality in their customer service are thus assured.

The company's head office is in Wuppertal, Germany. There is a subsidiary in Harzgerode, Germany. The company employs over 100 people in total and exports 90% of its business – and rising.

### Decision for increased efficiency

The 30 year success story of pfaff aqs is testament to its commitment to high product quality, security and reliability. These important success factors require expensive and complex processes throughout the company. In order to meet the company's high standards of quality and customer service, those responsible at pfaff aqs decided to introduce an Enterprise Content Management (ECM) system. This was intended to provide relevant information to employees directly and, at the same time, transparency across all business processes should be guaranteed. A basic requirement in the selection of the ECM provider was a seamless link to the ERP system in use in the company, "SAP Business One".

After evaluating several providers and visiting reference projects, pfaff aqs decided to use **ELOenterprise** from ELO Digital Office GmbH. The Stuttgart software manufacturer was selected due to the flexibility and ease of connecting to other systems with the **ELO Business Logic Provider (BLP)**, as Jakob M. Hess, CEO of pfaff aqs, confirms: "**ELO** impressed with its user-friendly interface and the connection to SAP Business One through the BLP in particular. We were also extensively advised by the **ELO** business partner: starting with the strategy consultation and the creation of the project plan right through to user training and support of the test operation."

### Seamless and powerful SAP connection

As a first step, SAP Business One including the third party provider modules (BEAS: production, quality assurance, materials management, costing) was connected to the **ELO** archive via the **ELO BLP** in the sales, procurement, production and quality assurance divisions. The existing stock of approx. 50,000 SAP documents is already archived in **ELO**.



Per year, pfaff aqs anticipates an increase of at least 30,000 to 40,000 documents. The SAP documents could be printed and automatically keyworded too via the printer driver provided by BLP, which made the transfer of the old data much easier and required hardly any programming or manual effort.

New documents that are created such as orders, incoming and outgoing invoices, credit notes and delivery notes are added without any manual processing. **ELOenterprise** retrieves all the keywording information that is required for archiving directly from SAP and archives the document in the correct place in the archive. Employees can then access the documents directly from their familiar SAP Business One system using an **ELO** search field, so using the document number or the name of the business partner, for example.

## Employee acceptance is assured

Numerous types of documents as well as various analyses and reports are archived and referenced based on processes from the procurement, sales, production and quality assurance divisions via the BLP, in some cases in complex structures and always taking into account the permissions. The references ensure that a document is only filed in the archive once, which saves a great deal of capacity.

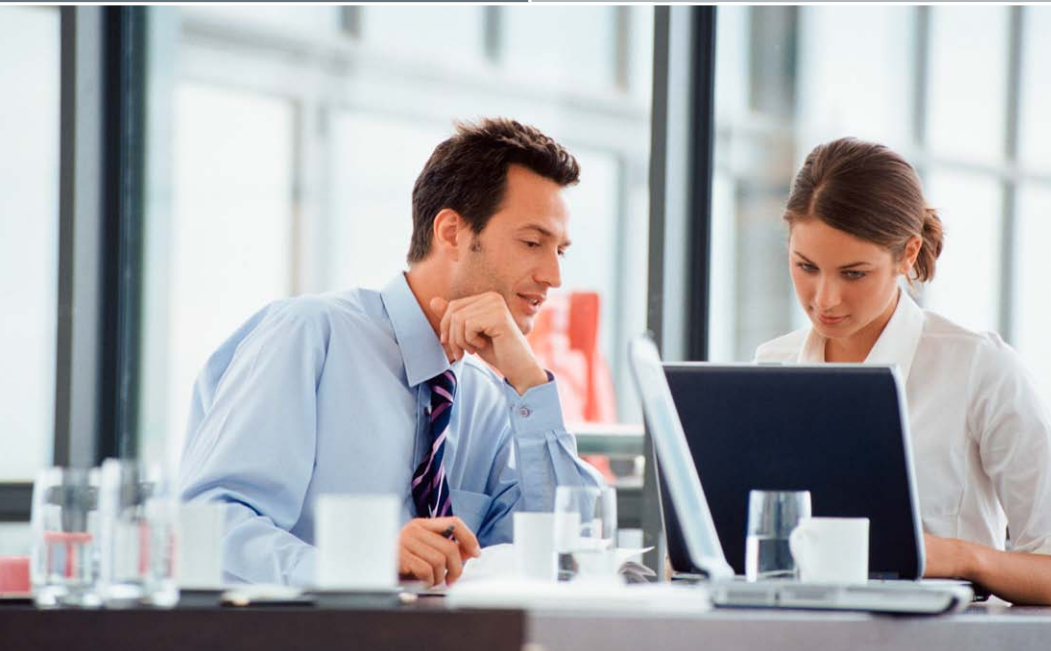
"The excellent automated keywording via the BLP makes it possible to use the documents easily and very quickly, which results in a high level of employee acceptance of this system at pfaff aqs," enthuses Jakob M. Hess. The employees have a transparent and, above all, clear view of their documents and processes.

## Overview through version history

The version history in **ELO** ensures that the latest version of a document is always visible. Jakob M. Hess says: "The documentation relating to our technical equipment, which in the past often consisted of several versions of sub-documents, is now archived in **ELO** and updated in a transparent way. The current versions are combined in one document so that version control is much easier. What's more, the automation of document management is in keeping with our company policy to significantly improve the automation process at our customers' premises through innovative product developments." Version control also prevents duplicates being created and helps to achieve further savings in terms of storage space. It also helps to ensure the accuracy and traceability of statements by the sales division, particularly through the version-based filing of quotations.

## Direct process control

In another stage, incoming mail was automated with **ELO** workflows. All incoming documents are scanned into **ELO** and transferred to the **ELO** workflow; this then forwards the documents to the relevant employees. For example, if the document in question is an invoice, the workflow controls the predefined invoice release process. The work processes thus remain in progress. If an employee is out of action, the processing flow is maintained thanks to clear proxy rules. Once the corresponding check and release have been performed, the invoice data are automatically transferred to the SAP system for posting. With regard to this, pfaff aqs is also planning to incorporate a signature service in the near future, either locally or via a data centre, for the automated signature of documents sent out by e-mail and simultaneous archiving.



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## Saving time and costs

### Products used

- ELOenterprise
- ELO BLP
- ELO Fulltext
- Connect Server
- XML Importer
- Backup Server

### Outlook

pfaff aqs is also now planning together with the ELO business partner to connect to AutoCAD and to the Microsoft Exchange e-mail system in the near future. They are also contemplating integrating a scan on-demand provider, where existing legacy files would be stored, which could then be archived directly when required.

### Summary

Thanks to ELO, all the relevant information is now available to the employees at pfaff aqs centrally and transparently. Whole processes and complete coordination with customers and the sales division are documented consistently. This results in quality improvements, as well as savings in time and costs.