

Kochen ist Leidenschaft
Leidenschaft ist ELO



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Where ELO is behind it, ELO has to be there

Where ELO relies on ELO: greater efficiency in work processes

ELO-Stahlwaren GmbH has used ELO^{professional} to implement a made-to-measure Enterprise Content Management (ECM) solution. Thanks to electronic archiving, the company has achieved a space saving of 70%. Staff can now find information at the transaction level in the ECM archive with a click of the mouse. Electronic workflows increase the efficiency of the work processes.

ELO-Stahlwaren GmbH was founded as a household goods business more than 75 years ago by Karl Grünewald in Spabrücken, a small village in the Hunsrück district. Customers in out-of-the-way places in the region were supplied directly with stainless steel cooking utensils from a specially equipped vehicle. Even then, the main goal was to satisfy customers with the best quality products. Today, the company runs its own development group and has an international presence.

"With the ELO^{professional} solution, we were able to save around 70% of the space that used to be taken up with ring binders. We also optimised our work processes and significantly reduced the time spent searching for documents. ELO was an excellent decision."

Wolfgang Tillmann,
IT Manager, ELO-Stahlwaren

The solution

practical added value



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70% space saving

Overview

Country: Germany
Industry: Stainless steel goods

The company

ELO-Stahlwaren GmbH is an international stainless steel goods business, which introduced the standardised document management solution **ELOprofessional** to optimise its customer service.

The challenge

- Creating standardised document structures
- Automated digitising and archiving processes
- Automated work processes using workflows
- Fast access to data and documents
- Elimination of paper filing

The solution

- Organisation of an **ELO** strategy workshop to implement **ELO**
- Installation and configuration of **ELOprofessional**
- Configuration of the e-mail archiving extension (**ELO XC**)
- Implementation of interfaces to third-party applications (SQL database, barcoding, ERP system)

The benefits

- Time and cost savings
- Increased efficiency with automated work processes (workflows)
- Standardised, transparent **ELO** archive structures
- Space savings (70%)

The main reasons for introducing an ECM system were to increase efficiency by providing rapid access to the required documents (document logistics), eliminating paper filing and creating a uniform data structure.

Top-quality customer service with ELO

The old archive consisted mostly of paper files shelved in all the offices. With **ELOprofessional**, all documents are now in the **ELO** archive in digitised form. Incoming and outgoing documents are automatically bar-coded, keyworded and filed from the ERP system. Workflows also handle the management and monitoring of certain work processes. The **ELO** workflow forwards documents from the inbox to the relevant employee for processing. Payment processes are monitored by the system to guarantee punctual processing. Information is available immediately at the click of a mouse. ELO-Stahlwaren has drastically reduced its internal administrative effort and can now use the time gained to focus on customer service. The result is standardised processes which save a great deal of time and enable efficient working.

E-mail archiving creates order

A further optimisation with **ELOprofessional** concerns centralised, project-related e-mail archiving. Along with paper, ELO-Stahlwaren increasingly uses e-mail for business correspondence. Before the e-mail is filed, the keywords are automatically copied into the e-mail from the project folder. The employee can then match e-mails to a given transaction (order, project, customer, etc.).