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ELO in the motor vehicle registration office

Armed for the future with innovative technology

The Bernkastel-Wittlich local authority uses ELO^{enterprise} as an end-to-end DMS solution. It provides the staff with fast access to information. Daily workflows and the correction of incorrect entries have been considerably improved with ELO.

The Bernkastel-Wittlich administrative district (Landkreis) emerged from the local government reforms of June 1969 and November 1970 and is made up of most of the former districts of Wittlich and Bernkastel and a small part of the former district of Zell. Covering an area of around 1,178 square kilometres, it is the second largest administrative district in Rhineland-Palatinate. It has around 113,500 inhabitants (as of 31.12.2007). The Bernkastel-Wittlich local authority sets great store by efficient, customer-focussed service. Its responsibilities range from the motor vehicle registration office to processing building applications and waste disposal through to supporting local businesses and companies with financial aid.

"The always very open discussions with the sales division of the software manufacturer ELO Digital Office, combined with the expert technical advice from the ELO business partner showed us quite early in the system selection process that we had found the best solution for us in the ELO^{enterprise} system."

Jürgen Könen, IT Manager of the local authority



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Competent advice

Overview

Country: Germany
Industry: Public administration

The company

In June 1969, the Bernkastel-Wittlich administrative district emerged from the bulk of the former districts of Wittlich and Bernkastel and a smaller part of the former district of Zell. It has around 113,500 inhabitants. The local authority sets great store by efficient and customer-focused service.

The challenge

New solution for the outdated electronic archive system in the motor vehicle registration office.
The provision and follow-up costs must be affordable for the authority.

The solution

Switch to **ELOenterprise** as a comprehensive DMS solution Migration of 1.5 million records from the legacy system to the **ELO** archive Order forms from CIP financial software are archived electronically with barcode in an automated bulk scanning procedure

The benefits

- Fast information retrieval
- High employee acceptance
- Daily workflows and correction of incorrect entries have been considerably improved

Innovative technology for the future

The Bernkastel-Wittlich local authority has been using a system for electronic archiving of all process-related documents in the motor vehicle registration office since the beginning of 1998. As this system was rather outdated after ten years of use, both from the user standpoint and in terms of the database platform, the authority had to decide between carrying out an extensive system update based on the existing application or switching over to an entirely new system.

Finding solutions

The key criteria for choosing the future system were the basic reliability of the software itself and the reliability of the software manufacturer and the supporting system partner. And of course the costs - both in the immediate provision and conversion phase and the follow-up cost in subsequent years - were the ultimate deciding factor. After making an initial selection of the systems available on the market, there were three solutions to choose from, including the latest version of the system already in use. Other alternatives were central archiving in the LDI data centre and, as a third option, a solution based on the universal DMS/archive system **ELO** in its current version **ELOenterprise**.



The right decision

Out of the available solutions, the superiority of the **ELO** system soon became clear. This concerned both the requested functionality for archiving motor vehicle registration documents and the possible future enhancements which were limited or non-existent with the other systems. However, it was the cost factor that tipped the balance. **ELO** clearly had the edge here in software costs alone. Taking into account all service costs for the implementation phase and for future system support and software maintenance, the cost benefits of the **ELO** solution made it clear that the decision would ultimately be an easy one. Jürgen Könen, IT Manager for the local authority comments: "The always very open discussions with the sales division of the software manufacturer ELO Digital Office as well as the technically competent advice through the **ELO** business partner soon showed us when choosing a system that the **ELOenterprise** system would give us the best solution."

Database migration

Switching over to an entirely new system meant that the previously recorded documents, including all the metadata, had to be transferred from an obsolete Oracle 7.x version to **ELOenterprise** in a database migration. **ELOenterprise** was to be installed on an existing MS SQL Server 2000 platform. Through close collaboration between the in-house IT department at the local authority and the technical staff of the **ELO** business partner, a viable solution was found and implemented very quickly. Here the huge benefits of the open system architecture of **ELO** could be seen, the functions of which can be controlled via a freely available programming interface. Helmut Zimmer, project manager for the local authority, describes the system switchover: "Migrating around 1.5 million data records was the greatest challenge for the project right from the outset. However, together with the project manager from the partner company, we were able to design a solution much more quickly than expected. The non-standardised layout of the document path structure of the legacy system turned out to be problematic and made a critical and time-consuming copying process to a new storage area necessary."



Familiar working with the new software

The basic structure of the very easy-to-understand program interface of the **ELO**enterprise client program was extended to include an individual input screen for scanning transaction documents. For employees at the registration office, in practice this meant not changing the familiar effective work processes. Controlling the further administrator functions, such as the daily database alignment of the transactions recorded with the central database at LDI, was even simplified by the conversion.

Stefan Beth, Manager of the Registration Office: "About one hour's training in the **ELO** client program was enough to familiarise our staff with the new program interface. For administrative operators, the new system clearly improved the daily workflows when aligning data and when correcting incorrect entries. Furthermore, the open structure of the **ELO** archive gives us the option of directly archiving all types of electronic documents if required."

In addition, the **ELO** client provides the staff at the registration office with much more effective search options than was possible in the previous system (including a search option which can link a free combination of all index data with a full text search of the actual document content).

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Helmut Zimmer, Project Manager
for the district council

The solution

practical added value



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Smooth and stable business processes

"Through the experience gained during project implementation when dealing with the administration of the ELO system, we were able to switch off the legacy system overnight without any anxiety. The connection with our external registration sites via terminal server technology (including scanner integration) is also smooth and stable."

Helmut Zimmer, Project Manager
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CIP transaction archiving

Since 1 January 2008, all order forms from the CIP financial software have been given a barcode and archived electronically, together with the associated invoice documents, in an automated bulk scanning procedure (with integrated metadata retrieval from the CIP database). Access to the relevant documents for searches may be direct via the free-of-charge search client provided with the **ELO** system. Jürgen Könen, IT Manager of the district administration: "Through the know-how of the **ELO** business partner in the administrative area, we were able to attach the CIP order archiving to the project in the registration office virtually ad-hoc. Previous experience with **ELOenterprise** shows us that we backed the right horse for the entire district administration when we started looking for an extensive DMS/archive solution."



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Information at the click of a mouse

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Current project status

Findings from the quick and effective implementation of the project for motor vehicle registration archiving confirmed to IT management the huge potential of using the universal DMS/archive system **ELOenterprise**. The idea of using the archive system during the current conversion of financial management to the double-entry budget management system (Doppik) soon arose. The next expansion stage planned is linking the drivers and vehicles licensing authority during 2008.