



Reference

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### Proximity to customers and users

## Smooth and reliable processes



*„Collaboration with the ELO business partner is running smoothly. We are very satisfied with the professional consulting it is providing us with.“*

Holger Marks, Project Manager  
Pernod Ricard Germany

With **ELOprofessional**, Pernod Ricard Germany has archived its e-mails in a read-only mode. By connecting Exchange to **ELO**, the e-mail program is running more efficiently and more reliably. In addition, requests for holiday and business trips are managed smoothly with the **ELO** workflow.

The Pernod Ricard Group sells and brings to the market wines and spirits in over 70 branches worldwide. As the German subsidiary of the international wines and spirits Group, Pernod Ricard Germany provides the German market with a range of well-known premium spirit brands and wines. Orientated towards maximum customer and consumer proximity, it uses all the classic tools of the marketing mix. In the 2006/2007 financial year, the company achieved a gross turnover before VAT of EUR 400 million. Pernod Ricard Germany employs 160 people.

# Solution

an additional benefit



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## Secure archiving for large data volumes

### Overview

Country: Germany  
Industry: Spirits

### Company

The Pernod Ricard Group sells and brings to the market wines and spirits in over 70 branches worldwide. As the German subsidiary of the international wines and spirits Pernod Ricard Group, Pernod brings to the German market with a range of well-known premium spirit brands and wines. Pernod Ricard Germany employees 160 people.

### Challenge

E-mail systems already exceed the 10 GB limit. Pernod Ricard is switching its e-mail program from Lotus Notes to Exchange. The e-mails are to be exported and archived. In addition, holiday and business trip requests are to be managed via a workflow.

### Solution

By linking **ELOprofessional** to Exchange, all e-mails more than a year old are automatically archived in the ELO archive. The **ELO** workflow manages the holiday and business trip requests.

### Benefits

The e-mail program works more efficiently and more reliably. The employees do not need to change their habits because archiving takes place in the background and is fully transparent. With **ELO**, holiday and business trip requests are consistent and transparent.

A large part of Pernod Ricard's business communications are conducted via e-mail. However, the systems of some employees already exceed the 10 GB limit. This has frequently led to system crashes. Pernod Ricard Germany therefore decided to introduce a document management system (DMS) which guarantees secure e-mail archiving and can also map a workflow for holiday and business trip requests. "Since we had already started to switch our e-mail program from Lotus Notes to Exchange the seamless linking of the DMS to the new e-mail program was very important. **ELO** won us over with this integration in Exchange in particular", Holger Marks, Project manager at Pernod Ricard Germany, explains to support their decision for **ELOprofessional**.

### Employee-friendly

Together with the **ELO** business-partner, Pernod Ricard decided on server-based e-mail archiving. This guarantees that all business-related e-mails are stored securely and centrally on the one hand, and that the load on the e-mail system is reduced and kept efficient by exporting e-mails on the other.

According to defined criteria, **ELO** automatically takes the e-mails out of Exchange and replaces them with a link in Outlook. Thus all e-mails, including attachments, which are more than a year old, are removed from Exchange and archived in **ELO**. As far as the user is concerned, it still looks as if the e-mail is in Outlook. Only an **ELO** note in the subject line indicates that the e-mail is located on the external server. In this case, the **ELO** archive runs on the SQL server.



## Reliable archiving

If the user needs an e-mail which has already been archived, he only needs to click on the link in Outlook and **ELO** will make the e-mail available again. "As far as our employees are concerned, not much has changed. They are working as normal with the e-mail program. However, what is noticeable is that by exporting e-mails to **ELO**, our Outlook performs much better and is much more stable", Holger Marks comments on the benefits of e-mail archiving. In addition, the e-mails which have been transferred to **ELO** are saved in a read-only mode. With the archiving structure, **ELO** replicates the exact Outlook structures of the employee in the archive.

## Smooth requests

Holiday and business trip requests are managed with the **ELO** workflow. An employee creates a request and this is sent to the next relevant substitute by e-mail. If the request is approved, the workflow manages it through to the final approval and return to the requestor. This guarantees that the process runs consistently and transparently. The employee can also see an overview of all holiday and business trip requests. Holger Marks explains: "We used to have a similar solution in Lotus Notes which we were very happy with. We are therefore thrilled that the **ELO** business-partner, in addition to e-mail archiving, has also been able to implement the same workflow as we used to have in Lotus Notes very easily."

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Holger Marks, Project Manager  
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## Ideally suited solution

*„With ELO we have implemented exactly what we wanted and are more than satisfied with the result.“*

Holger Marks, Project Manager  
Pernod Ricard Germany

## Satisfied throughout

Further expansion of the project has not yet been planned. “With ELO we have implemented exactly what we wanted and are more than satisfied with the result.” We will of course now look at the features which the program offers bit by bit and decide whether and how we can optimise other working processes”, Holger Marks concludes.