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Proximity to the customer

Universal archive solution

With *ELOprofessional*, RheinHunsrück Wasser Zweckverband (RheinHunsrück district water association) gets considerably faster document access than with traditional paper filing. This has accelerated internal workflows and significantly improved access to information in the event of customer queries.

The RheinHunsrück Wasser Zweckverband (RheinHunsrück district water association) was founded in 1969 and covers eight municipalities in northern Hunsrück as well the town of Boppard am Rhein. From the Neuwied basin, it provides a supply of 6 million m³ of drinking water a year to around 30,000 customers, distributed over an area of around 650 km². The supply of water throughout a sparsely populated rural area presents particular challenges as regards efficiency and cost minimisation for the central administration of the association, which has its headquarters in Dörth.

"When we saw ELO for the first time, it was immediately clear to us that it would provide our employees with a tool with which they could work efficiently right away."

Ludwig Schuh, Plant Manager,
RheinHunsrück Wasser Zweckverband



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Standardised IT environment

Overview

Country: Germany
Industry: Local government association

The company

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The challenge

- Electronic archiving of 30,000 hanging files with a total of over 600,000 documents
- Connection to the ERP system Microsoft Navision business solution

The solution

- **ELO**professional with individually adaptable interface to Microsoft Navision
- Documents are scanned into **ELO** and automatically keyworded using an upstream data cover sheet

The benefits

- Fast access to documents at the click of a mouse
- Internal workflows have been accelerated and access to information in the event of customer queries significantly improved

Growing paper repositories under control

The main reason for introducing an electronic archive system was the constantly growing pile of domestic supply files. After nearly 35 years since the association was founded, the archive set up at that time could no longer handle the flood of paper, which had now grown to nearly 30,000 hanging files with a total of over 600,000 documents. Alongside the space issues, time-consuming visits to the archive or the search for files which have already been removed by another person were increasingly frequently impeding daily work processes.

Seamless link to Navision

The second equally important aspect was the imminent conversion of the ERP system to an industry solution based on the Microsoft Navision business solution. In line with statutory requirements, the start of 'live' use of the Navision solution was intended to lead to the electronic archiving of all audit-related documents.

From the multitude of products available on the market, three of which made the shortlist, the **ELO**professional product convinced the decision-making body with its extensive functionality and easy-to-use user interface. "When we saw **ELO** for the first time, it was immediately clear to us that it would provide our employees with a tool with which they could work efficiently right away", explains Plant Manager Ludwig Schuh. From the point of view of Project Manager Manfred Gruhn, "[...] the individually adaptable interface to Microsoft Navision provided by **ELO** and the competence of the supporting **ELO** business partner were ultimately the key arguments for our decision."



Electronic domestic supply files

Preliminary work on setting up the 'electronic domestic supply files' started in July 2004. The existing paper files were to be captured using a high-performance document scanner and fully automatically keyworded and archived using an upstream data cover sheet. As outsourcing of the scanning process was not feasible for budget reasons, an internal solution for continual document capture in ongoing operation without any additional HR costs had to be found. After a lead time of less than four weeks, the first 300 domestic supply files were archived in a 'pilot scanning day'. In parallel to directly capturing all new files, the complete archiving of all old files is planned by the end of 2008. "In addition to a few metres of filing shelves which the **ELO** system has already saved us this year, significantly faster document access has clearly improved internal workflows and our ability to access information in the event of customer queries," summarised Plant Manager Ludwig Schuh.

Open doors at the ELO business partner

"The real challenge of the entire project", Manfred Gruhn declares in retrospect, "was linking our new ERP system." In addition to internal areas of friction which resulted from delays in the introduction of the Navision system itself, he had to coordinate the collaboration of the software companies involved in his project plans. "In retrospect, we should have anticipated that the parallel introduction of two complex software solutions could not go entirely smoothly." "However," according to his summary, "thanks to the open doors at the **ELO** business partner involved, we ultimately managed to meet our targets."

"The customisable interface to Microsoft Navision provided by ELO and the competence of the supporting ELO business partner were ultimately the key arguments for our decision."

Manfred Gruhn, Project Manager
RheinHunsrück Wasser Zweckverband



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Current project status and outlook

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From the 2005 financial year, archiving of all accounting documents was converted to the **ELO** system. The capture of water meter reading cards followed in 2006. "The integration of written customer correspondence in the house connection files and the capture of incoming delivery notes is next. After this, the administration of HR files will also be included in the **ELO** archive," Project Manager Manfred Gruhn explains, summarising the medium-term plan. According to Plant Manager Ludwig Schuh, "Future optimisations of work processes which have been triggered in-house by the introduction of the **ELO** system are not anticipated at all at present since we are only just starting to explore the opportunities this could provide us with."