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Working fast and efficient

Barrier-Free Information Access

Freedom Scientific uses **ELO** to get a clear view of all the information it requires. With the DMS solution **ELOprofessional**, the company now has a central information pool for SAP documents, e-mails, Office documents, customs and dispatch papers. Using workflows such as invoice release, the business processes are steered and depicted in transparent form in **ELO**. All the necessary information is now centrally available, only a mouse-click away. The working processes run automatically and thus more efficiently. And the company meets its high quality demands for customer service.

Getting the correct information without barriers despite visual impairment – that's the goal of Freedom Scientific Blind/Low Vision Group in St. Petersburg, Florida. The world's leading manufacturer of electronic aids for people with impaired vision has its European headquarters Freedom Scientific GmbH in Trägerwillen/Switzerland, and its European support centre in Hamburg. Freedom Scientific currently operates in 65 countries, coordinating localisation and adaptation for 25 languages. Plus, the company provides technical support for its European retailers.

“Through the combination of the ERP solution SAP Business One with the DMS solution ELOprofessional via the SAP Business One ArchiveLink for ELO, Freedom Scientific GmbH has optimised its business processes and made them more efficient.”

Tobias Winnes,
Managing Partner, Freedom Scientific GmbH

Solution

an additional benefit



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Efficiency thanks to information sharing

Overview

Country: Switzerland
Industry: Medical technology

Company

Freedom Scientific Inc. is one of the world's leading manufacturers of electronic aids for the visually impaired. Freedom Scientific GmbH has its headquarters in Trägerswilen/Switzerland and a support centre in Hamburg.

Challenge

Finding SAP documents or customs and dispatch papers in the Exchange post boxes and public files was always incredibly complicated. Manual processes were very time-intensive. The old and future email communications had to be digitalised, as with the existing outgoing SAP documents.

Solution

With the DMS solution **ELOprofessional**, the company now has a central information pool for SAP documents, e-mails, Office documents, customs and dispatch papers. Using workflows such as invoice release, the business processes are steered and depicted in transparent form in **ELO**.

Benefits

All the necessary information is now centrally available, only a mouse-click away. The working processes run automatically and thus more efficiently. And the company meets its high quality demands for customer service.

Freedom Scientific concentrates its entire expertise on helping people with impaired vision to gain the same access to information as everyone else. The company uses therefore its entire know-how. The world's leading manufacturer of electronic aids for the visually impaired invests its resources for continuative development, production and distribution of the products. And customer service is one of the company's key principles. So it's all the more important that the staff at Freedom Scientific can get hold of the information they need on a fast and reliable basis to ensure the best possible customer care.

Overview through DMS

Be it price information, testing update entitlement, looking for serial numbers or finding specific e-mail communications – Freedom Scientific really needed a central information pool. It was always incredibly complicated to find SAP, customs or dispatch documents in the Exchange post boxes or public files. The company aimed to not just meet its customers' requirements but exceed them, and decided to introduce a document management system. Deciding on the DMS solution **ELOprofessional** has created a central information pool for SAP documents, e-mails, Office documents, customs and dispatch papers.

E-mails and SAP documents in best digital order

As the world leader in the field of electronic aids for the blind and visually impaired, Freedom Scientific invests its resources in R&D, production and sales of its products. Excellent service and respect for its customers are the basis of the company's activities. And that means it's important to use an efficient and user-friendly DMS, which can meet all these demands.



Freedom Scientific Switzerland uses the ERP solution SAP Business One. After analysing the company's internal processes, **ELOprofessional** was introduced in December 2006 with a fulltext database and **ELO XC**. **ELO XC** ensures server-based automatic archiving of existing and future e-mail communications. The first step was to automatically take over some 70,000 e-mails (since 2003) and archive them in the DMS. In February 2007, the second step was switching the SAP Business One ArchiveLink for **ELO** to operative mode. The existing 60,000 SAP outgoing documents (since January 2005) were stored and tagged on a fully automatic basis. Newly created documents such as delivery notes and customs documents are now being added automatically. Through ArchiveLink, the documents are tagged and stored in the archive with no need for manual processing. ArchiveLink allocates them to the relevant SAP reference or order. Invoices coming in from the Florida headquarters by e-mail are automatically filtered via **ELO XC** and further processed via ArchiveLink.

Clear view of internal processes

The **ELOprofessional** system now automatically takes charge of the working processes, which previously took place manually and were very time-intensive. A single mouse-click shows documents from SAP Business One in **ELO**. So the staff have the option of viewing SAP documents even if their workplaces aren't connected up with SAP or they don't have the necessary SAP expertise. The internal processes are steered via workflows such as invoice release, and depicted in **ELO** in transparent form. Through the combination of the ERP solution SAP Business One with the DMS solution **ELOprofessional** via the SAP Business One ArchiveLink for **ELO**, Freedom Scientific GmbH has optimised its business processes and made them more efficient.

“Important criteria for our decision was the high usability as well as the modular structure of ELO. But a decisive edge was the seamless interaction with our already implemented ERP solution – SAP Business One.“

Tobias Winnes,
Managing Partner, Freedom Scientific GmbH



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Automatic document archiving

“Our business processes have been optimised and getting more efficient thanks to the seamless interaction between SAP Business One and ELOprofessional via ArchiveLink.”

Tobias Winnes,
Managing Partner, Freedom Scientific GmbH

Prospects

Thanks to positive experiences using the archive / DMS solution, Freedom Scientific plans to integrate the still existing paper documents into the electronic process for avoiding media breaks. The EZV (Federal Customs Administration) is already changing its processes to electronic data processing.

Products used

- SAP Business One
- ELOprofessional
- ELOprofessional Fulltext
- ELO XC
- ELO Barcode
- ELO XML Importer
- SAP Business One ArchiveLink for ELO
- OLE DB interface from the ELO Business-Partner