

ELO Customer Reference

HATLAPA Marine Equipment



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Worldwide service & worldwide access

High information flow ensures optimum customer support



“A strong company needs a strong back office. And for that you need not only well-trained staff but also professional tools, such as ELOprofessional.”

Lars Becker,
Head of IT and Organisation HATLAPA

With ELO, HATLAPA is implementing extremely extensive information management system. ELO currently manages over 3,000,000 documents in the HATLAPA archive. Employees can access the information whilst on the move from anywhere in the world via a secure VPN connection. This means faster and optimum support for HATLAPA customers.

HATLAPA Uetersener Maschinenfabrik GmbH & Co. KG offers worldwide service and high availability for its products. This long established company has been one of the leading partners in the shipbuilding industry for over 85 years and manufactures winches, compressors and rudder systems. The company employs around 300 permanent members of staff at its headquarters in Germany. It also operates distribution and construction sites in Schwerin (Germany), the UK and Cyprus as well as several international representations and holdings.



Solution

an additional benefit



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ELO - A service-orientated system architecture

Overview

Country: Germany
Sector: Shipbuilding

Company

HATLAPA Uetersener Maschinenfabrik GmbH & Co. KG has been one of the leading partners in shipbuilding for over 85 years. Its turnover in 2007 was around EUR 90 million.

Challenge

An archive solution existed but there was no flexible information management. Direct access via search terms to all order files was to be made available to employees digitally in the DMS.

Solution

ELO currently manages around 3,000,000 documents in the HATLAPA archive. Here the ELO full text search is successfully being used for documents which have not been fully keyworded at the start.

Benefits

Employees can access the information (worldwide) whilst on the move via a secure VPN connection. Digitised order documents can be traced back to 1974, which means that even replacement part requests for machines delivered in these years can be responded to very quickly.

With a turnover of around 90 million (in 2007), the company has gained a leading position in the market. The continual increase in turnover is also generated by the globally recognised service quality of the DIN-ISO certified company.

The decision process

HATLAPA works with INFOR in the ERP area. Via a scanning service provider, the order files were digitised and archived in the system. The archive solution thus implemented, however, did not meet all the requirements of flexible information management, which meant that in 2004, the long established company was looking around everywhere for a document management system (DMS). "The complete order files, with all the associated documents, are to be made available digitally in the DMS. Our service staff thus have direct access via search terms such as "order", "customer", "ship", "shipping company", "machine number", etc.", according to Head of IT & Organisation, Lars Becker. "In so doing, the various versions of drawings can also be accessed as well as any (e-mail) correspondence."

In addition to ELO Digital Office GmbH, two other competitors were shortlisted for the DMS. In the end, the decision was made in favour of the Stuttgart-based manufacturer. The open system architecture and the ELO API (application programming interface), which makes it possible for HATLAPA to integrate its own applications, e.g. the complaints processing system developed in-house, were the determining factor here.



Worldwide access to the necessary information

All old files have been converted to **ELO** from the archive system. Employees can now access **ELO** in all departments at the Uetersen site. Via terminal servers, the subsidiaries HATLAPA Hamworthy Marine Compressors Ltd., Poole UK, HATLAPA EastMed Ltd., Limassol Cyprus and KGW Marine GmbH are connected directly to Schwerin.

Employees can access the information (worldwide) whilst on the move via a secure VPN connection. Digitalised order documents can be traced back to 1974, which means that even requests for machines delivered in these years can be responded to very quickly. Due to the increase in storage space requirements for digital documents, the company decided on an **ELO**-certified storage solution by the manufacturer NetApp. The migration of archived documents went smoothly.

Open system architecture

The IT department prefers to work independently and therefore particularly appreciates the “open system architecture” of the **ELO** product used. With **ELO**, in addition to connecting the DMS to the ERP system (INFOR), a connection has also been set up to the complaints management system developed in-house.

“**ELO** Digital Office GmbH provides its customers with a detailed API specification and in our supporting systems house we have a competent contact”, explains Markus Blohm, who supports the project in-house. Markus Blohm continues by explaining “Naturally, the success of such a corporate-wide solution also depends on acceptance by the employees. Thus the **ELO** business partner ran an in-house training programme with almost 150 employees, providing tips and tricks for the day-to-day use of their application program.”

*“We want to maintain the high level of service for our customers around the world. The back office has to have access all order-related documents in real-time. **ELO** professional achieves this.”*

Markus Blohm,
Internal project support, HATLAPA



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ELO - A growing solution

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Retention periods of 30-40 years

The service life of machines supplied by HATLAPA is over 30-40 years, which means that the documents from this period must be instantly accessible immediately for service purposes. At the same time, the company wanted to get rid of the huge mountain of paper files associated with this. Its auditing company negotiated with the responsible tax office in Kiel for over a year – now the company can do without nearly all its original documents thanks to process documentation and auditable archiving in **ELO**.

The system is alive

“It goes without saying that our requirements are also continually increasing. We are still planning to link up with the financial accounting system (Varial). With the **ELO** workflow system we will be able to verify incoming invoices, for example”, of this the Head of IT and Organisation, Lars Becker, is sure due to the positive experiences so far.