

# ELO Customer Reference

Tassilo Apotheke Thierhaupten



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## Focusing on the Core Business

### ELO and WINAPO: The Right Recipe for Fast Data Searches



*“Every minute we save on filing and organizing information is a minute we can dedicate to customer service. This is why we need a DMS that offers easy handling. I saw the ELO DMS in operation at my colleagues’ companies and instantly knew: This is exactly what I have been looking for.”*

Wolfgang Müller,  
Pharmacist and Managing Director of Tassilo  
Apotheke

Tassilo Apotheke cares about the well-being of their customers. Integrating their WINAPO merchandise management system into the ELO<sup>professional</sup> document management system (DMS) allows the pharmacy to access and manage data transparently and quickly, leaving more time to tend to the core business. Employees rapidly retrieve all relevant information from the ELO archive and can even access business data on the go with ELO for Smartphone. The DMS software was adapted to the specific needs of Tassilo Apotheke by an ELO business partner experienced in this area.

Tassilo Apotheke in Thierhaupten, Germany, has many regular customers, who keep coming back because the rural pharmacy provides them with individual advice on topics such as diabetes, nutritional tips, or vaccination recommendations when traveling overseas. Eight pharmaceutically trained employees tend to the customers’ ailments and needs. Since its founding in 1979, the pharmacy has been managed by pharmacist Wolfgang Müller.



# The Solution

## Practical Value



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## Seamless Implementation

### Overview

Country: Germany  
Industry: Health care

### The Company

The Tassilo Apotheke in Thierhaupten offers its customers special services, such as advice for diabetes patients, individual nutrition tips, and vaccination recommendations for customers planning to travel overseas. Eight pharmaceutically trained employees tend to the customers' ailments and needs. Since its founding in 1979, the pharmacy has been managed by pharmacist Wolfgang Müller.

### The Challenge

Incoming documents are to be archived electronically. To this end, the pharmacy's WINAPO SQL merchandise management system is to be integrated with ELO. The system must be able to transfer tax-relevant data directly to Datev. Mobile data access.

### Solution

ELO<sup>professional</sup> is linked with WINAPO SQL using the existing interface that enables the automatic exchange of contents between ELO and WINAPO. All paper-based documents are scanned and managed electronically. Workflows help to control the invoice processes. ELO for Smartphone allows users to view data and perform tasks with an Apple iPhone while away from the desktop.

### Benefits

Information is available to employees at the click of the mouse. Consistent and transparent workflows. Significantly optimized customer service. Documents for the tax accountant are generated within two minutes.

## Customer-friendly Application

Precision lies at the core of providing optimal service to the customers of Tassilo Apotheke. A key factor for deciding to introduce a DMS system was the opportunity to save time by reducing routine tasks. Wolfgang Müller explains: "Every minute we save on filing and organizing information is a minute we can dedicate to customer service. This is why we need a DMS that offers easy handling. I saw the ELO DMS in operation at my colleagues' companies and instantly knew: This is exactly what I have been looking for."

The previously existing interface connecting ELO to the WINAPO merchandise management system provided a strong incentive. A presentation of the software further convinced Wolfgang Müller of the user-friendly design, so in the fall of 2008 he purchased ELO<sup>professional</sup> and commissioned an ELO business partner with the implementation: "We carefully thought over how to best organize the DMS solution to make the most out of it, but we were still surprised to see how smoothly and quickly the ELO business partner implemented the software. It took us very little time to get familiar with DMS and, already, it's hard to imagine ever having worked without ELO."

## ECM and Accounting

ELO was already up and running in January 2009. All relevant documents, including delivery notes or incoming/outgoing invoices, are scanned and then automatically imported into ELO. The DMS's structure follows the same logic as WINAPO, providing for suppliers and customers. WINAPO, the merchandise management system, is the backbone of the pharmacy where all data is maintained. Thanks to the interface connecting to ELO, data is entered only once into WINAPO; ELO imports the customer data including the customer number from WINAPO and makes this information available for keyword searches.



A duplicate check during archiving further ensures that every document is stored precisely once. Outgoing invoices are immediately transferred to **ELO**. Incoming invoices are allocated to the relevant record in WINAPO after booking and are then archived in **ELO** in a single step. Transfer of payments for credit notes and invoices is monitored by the **ELO** workflow to ensure that all due dates are met. A reminder function makes sure that no payment is ever forgotten. The result: Standardized processes that save a vast amount of time and facilitate efficient workflows.

## Working on the Go with **ELO for Smartphone**

Wolfgang Müller believes in close customer ties. The pharmacist spends a lot of time outside of the shop in order to be able to provide his customers with personal nutritional advice. But now he has his archive in his pocket – regardless of where he is, he can access information stored in the **ELO** archive using his Apple iPhone. This is possible thanks to the **ELO for Smartphone** interface, which establishes a direct link to the database in the pharmacy. But

viewing documents is just one of the many things Mr. Müller can do with his iPhone; he can also edit, forward, and approve tasks. His customers are the main beneficiaries of the resulting flexibility: “No matter where I am, I can control any required process or task thanks to the **ELO** iPhone connection. Flexible access to customer data such as examination results or medical recipes provides a tremendous boost to customer service quality. In my opinion, solutions like **ELO for Smartphone** represent the new must-have standard for professionals – including pharmacists.”



## Individual ECM Recipe

In order to prepare the right mix of vital substances, a service the Tassilo Apotheke offers, the staff must know their customers well. The **ELO business partner** took the same approach when implementing the DMS solution for the pharmacy. Of course, setting up the standard DMS pharmacy solution was an easy and quick task, but it is the little details and customizations that help to optimally meet the customer's needs.

## Tax Return Made Easy

One such example is the way tax-relevant data is processed in the pharmacy. In the past, when documents were missing, they had to be manually searched for in folders – a tedious process – and then handed in to the tax office. Nobody is eager to perform such a time-consuming chore, including Wolfgang Müller: “Ideally, I wanted none of this tax business to interfere with my daily work. The **ELO business partner** configured the solution such that all tax-relevant data in the **ELO** archive is automatically exported online to DATEV; all I need to do is launch this process in the evening. The tax office then retrieves all required information online at DATEV and always works with daily updated files, including data from accounting. Looking back on how much time I used to spend at month's end to gather all the tax documents, the **ELO** solution is a real blessing.”



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## Close Customer Ties Require Flexibility

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### Motivated Employees

Wolfgang Müller knew from the start that his employees would fully accept and embrace ELO: “For our team, it has always been very important to have a permanent and proper inventory control workflow in place, as everyone here believes in well-organized work. For this reason, I never had any doubt that ELO would be of great help, because the DMS makes structured and thorough work so much easier and more efficient than when using paper.”

The bottom line is that Tassilo Apotheke saves a lot of time with ELO, and 100% of this time goes into customer service, a fact that customers do notice and appreciate. Wolfgang Müller elaborates: “Even our customers are sometimes baffled by how quickly we have certain information ready.” This is because now the employees can retrieve all data from ELO at a click of the mouse, the whole filing procedure is very simple, and all workflows are highly transparent.



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**Outlook**

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A pharmacy has to document a lot of information, from documenting sedatives and testing drugs, chemicals, and medication through to logging recipes. The corresponding documents normally need to be printed and signed, but in order to avoid this step and use even less paper, Wolfgang Müller is already planning on implementing a digital signature solution.