

# ELO Customer Reference

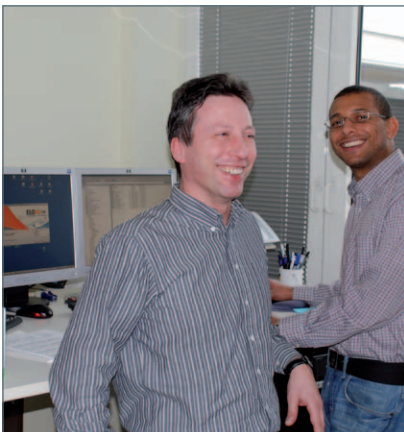
Würzburger Versorgungs- und Verkehrs-GmbH



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## Fast Dispatch of Information

### Energy. Traffic. Ecology. All from One Source



*"[...] Now the ELO workflow controls the entire process, greatly speeding things up. One of the central benefits for us is that we can immediately identify the problem in the event there is a glitch in the process."*

Peter Wehner (left), Project Manager  
Manuel Deissenberger (right),  
Project and Application Management  
Würzburger Versorgungs- und Verkehrs-GmbH

Würzburger Versorgungs- und Verkehrs-GmbH introduced ELO<sup>professional</sup> to leave paper-based processes behind and go digital. The group benefits from faster and streamlined workflows as well as on-demand information search capability. The ELO business partner customized the ECM software due to the requirements of WVV.

Würzburger Versorgungs- und Verkehrs-GmbH (WVV) is the main provider of power, mobility, and environmental services in the Würzburg region. A key business pillar is the efficient combined heat and power generation based on natural gas. Here, the provider is strongly dedicated to reducing the amount of environmentally damaging carbon dioxide (CO<sub>2</sub>). For many years, the WVV Group has been actively pursuing environmentally friendly power generation and economic use of power. As a mobility service provider, WVV offers people in the region ecologically sound transportation via tram and bus. Regular investments in the roadway system and vehicle fleet ensure fast and reliable operation and a high level of comfort for the passengers.



# The Solution

Practical Value



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## In ELO we have found just the right solution for us

### Overview

Country: Germany  
Industry: Energy and utilities

### The Company

Würzburger Versorgungs- und Verkehrs-GmbH (WV) is the main provider of power, mobility, and environmental services in the Würzburg region. As a mobility service provider, WV offers people in the region ecologically sound transportation via tram and bus.

### The Challenge

Integrate Novell Groupware into the ECM system. Map business processes on an electronic level, including workflow management. Electronic archive to replace the paper-based archive. Use of a contract management solution.

### Solution

Use of **ELOprofessional**. Import all technical documents and data into the **ELO** archive. Migrate technical legacy data from the existing SER archive. Proprietary contract management software with **ELO** as the base application. Use of workflows for approval processes. Populate the intranet with content from the **ELO** archive.

### Benefits

The use of paper was dramatically reduced. Many procedures were optimized based on **ELO** workflows, and information retrieval was greatly accelerated. Contract management complies with legal provisions. Generally increased quality of service.

The paradigm of using power economically not only applies to the services of WV, but it also affects how internal processes are designed. The decision made in mid-2005 to introduce an enterprise content management system was aimed at reducing the energy required to search, file, and manage documents, as explains Peter Wehner, Project Manager at WV Group: "Given the steadily increasing volume of documents we need to handle, it became evident that efficient work was no longer possible with the old filing system in place. A reference visit to a different utilities provider convinced us of the need to set up an ECM system, and we found **ELO** to be just the right solution for us."

### Seamless IT Integration

The **ELO business partner** professionally tailored the **ELOprofessional** ECM software to the needs of the WV Group and integrated selected IT applications, such as Novell Groupware, with **ELO**. As part of the project, the existing scan systems were intelligently connected via SMTP in a manner ideally supporting WV's workflows.

The first documents to be imported into the electronic archive were the documents from the technical departments, in particular technical documentation management. In the past, there had been a paper-based filing folder for each transformer station, which contained all related documents – such as circuit diagrams, maintenance reports, orders, etc. – required to document the entire life cycle from assembly through to the retirement of a station. Finding information was an accordingly tedious task.



Now all documents associated with a transformer station or gas regulator facility are stored in the electronic **ELO** archive. So instead of having to hunt through voluminous filing cabinets, employees can now retrieve information at the push of a button.

Wehner goes on to explain that legacy data was also scanned into **ELO**: “It was important for us to have all documents in the central ECM archive. This is why we scanned old data, for the time being without an intelligent index; the index is only added when a record of a station is accessed in the archive. Employees can choose to search documents via the intuitive tree structure or call them up instantaneously using keywords. Even though not all documents come with a smart index, searching for information is still so much easier and faster than it used to be.”

Technical documents, such as house connections, required a different approach. There had already been a file for every single house connection, which had previously been stored in a DMS archive. In order to consolidate the IT landscape, all technical documents were migrated from this archive to **ELO** to allow a consistent management in a single **ELO** archive.

WV manages a vast volume of data and documents on a daily basis, which is why the group uses a PDF compression program from Luratech. Every scanned document is fed through the Luratech PDF compression tool before it is archived in **ELO**. This helps to reduce the energy provider’s storage space requirements.



## Customized Contract Management

After importing the technical documents, additional document types were included in **ELO**, allowing the management to administer some of their documents in the ECM archive. Key contracts have already been fully captured.

Until recently, WVV used an in-house solution to manage contracts. However, it had no longer been able to keep up with the requirements of the company, such as providing contract information throughout the entire group, speeding up information searches, and saving space by moving all records into the electronic archive. The **ELO business partner** developed a tailor-made add-on for WVV based on **ELO** that replaces the old tool.

Users enter contract data into the add-on, after which the document is stored in **ELO** and the keyword index is automatically generated. Now documents can be conveniently called up in **ELO**, which keeps a 'virtual contract record.'

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Peter Wehner,  
Project Manager at Würzburger Versorgungs- und  
Verkehrs-GmbH



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## The Right Energy Strategy

### Workflow-driven Approval Processes

When it comes to keeping track of consumer registrations and contract terminations or registering EEG (Erneuerbare-Energien-Gesetz, the German Renewable Energies Act) facilities such as wind and sun power stations, WVV relies on the **ELO** workflow. For example, whenever a customer hands in an application for using a wind power station, this sets into motion an extensive approval process, says Peter Wehner: "The facilities feed power into our grid, so we must check whether the network can handle the extra load. The approval process involves several departments in both directions, including sales, network control station, documentation, or counter unit. In the past, applications were physically moved from desk to desk via internal mail, but now the entire process is fully controlled by the **ELO** workflow. This has greatly speeded up the process. One of the central benefits for us is that we can immediately identify the problem in the event there is a glitch in the process. Also, we can add and edit information in the document at any time." As the document remains in the archive during the entire process, all authorized employees always work with the latest version of the document.

### Simple Intranet Maintenance

The WVV intranet also obtains data from the **ELO** archive. At first, the DocLink **ELO** module was used for this. After upgrading to the modern **ELO** architecture, documents can now be published on the intranet with even less of an effort.



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## Green Everything

### Summary

Introducing **ELO***professional* helped Würzburger Versorgungs- und Verkehrs-GmbH to significantly reduce the amount of paper used in their offices. Many procedures were optimized based on **ELO** workflows, and information retrieval was greatly accelerated. Contract management is performed in compliance with legal provisions, and the employees benefit from transparent workflows and rapid access to the latest version of the required document. This results in an improved overall service quality and thus boosts customer satisfaction. Long-term data storage is performed with an HP iCAS solution.