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Increased productivity and satisfaction

User-friendliness, wide range of features and flexibility

Behind the scenes, the number 1 solarium operator has managed to get its processes into shape with ELO*professional*. Information is now available to employees at the click of a button. Direct queries from customers and suppliers can be answered immediately by phone. Result: Satisfied customers and highly motivated employees.

Relaxed processes lead to relaxed employees and happy customers at SUNPOINT Holding GmbH & Co. KG. The nationwide franchise provider for solariums in Germany, with an annual turnover of around EUR 205 million, is the number one solarium operator in Germany. SUNPOINT's main objective is satisfied customers and partners. However, its increasing success has meant that the paper archive in the headquarters in Pulheim has been continually growing. Constant running to the archive to look for documents cost staff a great deal of time and really got on their nerves. Employees spent more time searching for documents than on their actual core tasks. – There was no trace of relaxation.

“Our expectations of the system have been more than exceeded.”

M. Salomon,
IT Manager SUNPOINT Holding

Solution

an additional benefit



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More time for your core tasks

Overview

Country: Germany
Industry: Solariums+Wellness

Company

SUNPOINT Holding GmbH & Co. KG is a nationwide franchise provider for solariums in Germany. With an annual turnover of around EUR 205 million, SUNPOINT is the number one solarium operator in Germany.

Challenge

Growing paper archive. Long searches for required information. Archiving is to be tamper-proof.

Solution

Implementation of **ELOprofessional**. Connecting **ELO** to the materials management and accounting system Sage. Documents generated in Sage are converted into TIFF format and automatically keyworded and archived. Use of **ELO** Barcode.

Benefits

Information is available at the click of a button. Direct queries from customers and suppliers can now be answered immediately by phone.

The route to productive staff

To maintain a high level of customer service and to guarantee the satisfaction of employees, suppliers and partners, SUNPOINT decided to introduce a document management system (DMS). After an intensive evaluation phase of DMS solutions, SUNPOINT Holding decided on **ELOprofessional**. The software solution from Stuttgart made a convincing case due to its user-friendly interface, the wide range of functions and the flexibility of the system. By converting to the digital archive, the ongoing storage and/or archiving costs at SUNPOINT Holding were reduced. The initial investments will therefore quickly pay for themselves. Document searches in a matter of seconds increase productivity and the satisfaction of employees, customers and suppliers equally.

Individual optimisation of processes

Another crucial criterion for choosing **ELOprofessional** was that the DMS solution is terminal server-enabled. This is important for SUNPOINT Holding since in Pulheim both internal users and external users in home offices access application programs over Microsoft terminal servers. The next step in the implementation was to link **ELO** to the materials management and accounting system Sage (formerly SageKHK). The **ELO** business partner on-site adapted the interface individually for this. All important documents generated in Sage are now converted into TIFF format and automatically keyworded and archived. Incoming documents such as incoming invoices or order confirmations are processed using "late scanning".



If an employee enters information from a document in Sage, appropriate barcode labels are created using a special barcode printer. These then appear on relevant document and are scanned into **ELOprofessional** directly. The **ELO** Barcode module uses the barcodes to identify the scanned documents and automatically copies the full keywording and archiving into **ELO**.

Documents are archived as read-only on a UDO WORM drive (30 GB). The **ELO** Backup module regularly checks the state of documents and saves any documents without a backup including the keywording data.

Sunny times

Direct queries from customers and suppliers can now be answered immediately by phone. The increased productivity and satisfaction of employees is, of course, also transferred to customers and suppliers.

Project overview:

Project start: End of 2004

ELO workstations: 50

Modules used

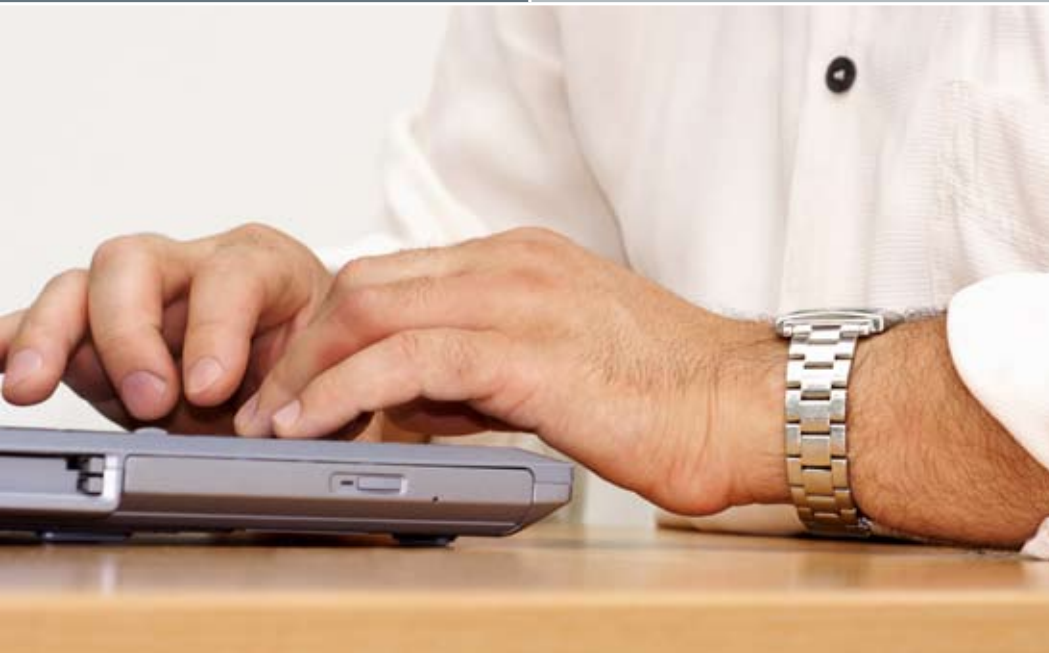
- **ELOprofessional**
- **ELOprofessional** FULLTEXT
- ArchiveLink for Sage
- **ELOprofessional** Barcode module
- LWP DOKScan

Interfaces

Archive Link for Sage

Special features

- Read-only archiving with late scanning
- Use under terminal servers
- Link to Sage
- Storage on external UDO drive



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Sunny times for future requirements

Outlook

"Our expectations of the system have been more than exceeded", according to IT Manager of SUNPOINT Holding M. Salomon, with reference to **ELO***professional*. Thoughts are now turning to the future. Next the workflow components integrated in **ELO***professional* are to be converted from the current "late scanning" to "early scanning". Incoming documents should be scanned directly into the mail department, digitised and further processed entirely digitally. It is also planned to link **ELO** to the existing Microsoft Office SharePoint Server (MOSS). Customers and/or suppliers would then be able to access the archive directly online. More relaxation and satisfaction is thus on the agenda.