



Reference

>>

Efficiency and mobility

Access to documents, any time, anywhere

Rieg & Niedermayer GmbH has achieved global availability of information together with greater transparency and reliability using ELO^{professional}. In the age of Web 2.0, the company sets great store by mobility. The sales staff use their Apple iPhones to access company data when they are travelling. Thanks to the ELO business partner, the solution has been seamlessly integrated into the company's IT environment. The result is instant retrieval of information, seamless process documentation and tamper-proof archiving of business documents.

Rieg & Niedermayer GmbH is engaged in the manufacture and distribution of shoes and accessories all over the world. The company's head office is in Göppingen, Germany. It is one of Europe's largest shoe wholesalers.



"With ELO, we now have transparency across all business processes and departments. We also comply with legal requirements and benefit from continuous and efficient process flows."

Frederic Abt,
Project Manager at Rieg & Niedermayer GmbH

The solution

practical added value



>>

Flexibility for the future

Overview

Country: Germany
Industry: Wholesale, shoes and accessories

The company

Rieg & Niedermayer GmbH is engaged in the manufacture and distribution of shoes and accessories all over the world. The company's head office is in Göppingen, Germany. It is one of Europe's largest shoe wholesalers.

The challenge

The company's internal processes need to be optimised, with worldwide access to information. Connection to the in-house ERP system. Maintenance of process documentation.

The solution

With **ELOprofessional**, all company information is available on one central platform. Staff around the world can use web access and business smartphones to access transaction-related information. Processes are securely and transparently managed via workflows, and provide legally compliant process documentation.

The benefits

Fast global availability of information. Faster throughput with seamless processes. Increased transparency. Tamper-proof archiving.

Particularly when coordinating international deals, the availability of information 'on demand' and reliable processes are key factors allowing us to work efficiently. As part of a long-term plan, the managers at Rieg & Niedermayer GmbH decided in the autumn of 2009 to introduce an Enterprise Content Management (ECM) system. After evaluating a number of manufacturers, they chose **ELOprofessional** from ELO Digital Office GmbH. "The great flexibility of the software and its seamless integration into our IT environment tipped the balance in favour of **ELO**", explains Frederic Abt, Project Manager at Rieg & Niedermayer GmbH, "and it is important to us to be able to adapt the solution to the growing requirements of the company quickly and flexibly", he continues.

Seamless integration into the IT environment

The implementation of the ECM system started in November 2009, and the **ELO** system was ready for use at the beginning of 2010. The first step was to connect the in-house ERP system developed by Rieg & Niedermayer to **ELOprofessional**. The information flow between the two systems is seamless. The data from the ERP system is transferred directly to **ELO**, then automatically filed in the correct structure and keyworded. Staff can search within **ELO** from the ERP system or in the **ELO** archive itself, depending on which application they are currently using.



The same applies to integration with the Microsoft Office suite. Any correspondence can be saved directly to **ELO** via the Microsoft Office applications. Another key issue here is e-mail archiving. All e-mails are copied by a server-based process into the **ELO** archive in the structure specified by the company, guaranteeing that they cannot be tampered with.

Secure electronic management of processes

The ordering process is very complicated and is based on large sets of contracts that need to be visible to many people involved in the process worldwide. An employee in China needs to be able to access the information just as quickly as a colleague in Göppingen. With **ELOprofessional**, all documents are now filed centrally in the archive and can be retrieved directly via web access. This ensures that staff all over the world are always right up to date. To provide access security to the documents, the **ELO** business partner set up an authorisation system so users can only view the area that concerns them.

The processes themselves are controlled electronically with **ELO**, which means that they can be handled securely and in a timely manner. Transparency is thus programmed into the system, as Frederic Abt confirms: "Thanks to the **ELO** workflow, we can view the status of a process at any time. The flow is transparent, and there is no way the process can get stuck." Another important aspect is that the electronic control of transactions enables Rieg & Niedermayer to meet the legal requirements for process documentation.

*"Thanks to the **ELO** workflow, we can view the status of a process at any time. The flow is transparent, and there is no way the process can get stuck."*

Frederic Abt,
Project Manager at Rieg & Niedermayer GmbH



Reference

>>

Working efficiently and securely

All information on one central platform

Rieg & Niedermayer deals with a large number of different documents, including complex contracts, product photos, delivery notes, customs documents, content notices and certificates. In the past, most of these documents were kept in paper form and passed through time-consuming processes.

With the introduction of **ELO***professional*, the documents are now all held centrally in the ECM archive. Processing is controlled electronically by **ELO**. Documents that reach the company by post are scanned in full. Depending on the type of document, entry into the system may be manual or it may use classification software. After the documents have been captured and classified, the workflow handles the control of subsequent processes.

Mobility without borders

The sales staff at Rieg & Niedermayer are all equipped with an Apple iPhone. They can now use the '**ELO for Smartphone**' interface to access company information directly and quickly. When a sales representative is with a customer and needs relevant product photos or up-to-date quotations, he can retrieve them directly on his iPhone. Regardless of the place or time, staff carry corporate knowledge with them and are well-informed at all times. They can prepare for appointments in no time at all, and respond immediately to customer queries.

In the future, Rieg & Niedermayer plans to extend the solution, and has its eyes on a paperless office.