



Reference

>>

## Working quickly and transparently

### A flexible corporate culture needs a flexible solution



*“ELO will keep the flow of information going and guarantee it.”*

Bernd Hartmann,  
IT Manager at Eura Mobil

With the introduction of ELO<sup>professional</sup>, Eura Mobil has implemented a central vehicle file in which all information on a vehicle is available at the click of a mouse. Customers and partners are benefitting from a much faster service as a result. With ELO workflows, incoming invoice processing has been made efficient and consistent, which is saving the company money, particularly in discounts.

Eura Mobil represents outstanding quality, reliability and practicality as far as motorhomes are concerned. The motorhome manufacturing specialist boasts 40 years of experience in and a passion for motorhome production. The company in Sprendlingen therefore sets the highest standards as regards development and production. Direct contact with the customer goes without saying. Eura Mobil is a motorhome manufacturer which really gets up close and personal. It therefore places great value on a flexible and personalised corporate structure.



>>

## Service at a glance

### Overview

Country: Germany  
Sector: Motorhome manufacturer

### Company

Eura Mobil specialises in manufacturing motorhomes and boasts 40 years of experience in and a passion for motorhome production. The company is based in Spremlingen, Germany.

### Challenge

To implement an electronic vehicle file in which all the information on a motorhome is to be recorded throughout its entire lifecycle. Incoming and outgoing invoices are to be archived electronically and their release process controlled electronically.

### Solution

All paper documents on a vehicle are scanned into **ELOprofessional** and saved there in an electronic file. **ELO** workflows control the release process of the incoming invoices.

### Benefits

Information on a vehicle is available at the click of a mouse. This has significantly improved service. Consistent release processes for incoming invoices ensure discounts and save money.

### Reliable and practical software

In addition to having a reliable construction, a motorhome should primarily be practical. Eura Mobil makes no compromises when fitting out its homes and provides functional and robust components. The requirements for production are ingrained throughout the entire company and its structures. Eura Mobil therefore very quickly identified a need to optimise its business processes. Over the years, the company's archive has grown significantly. Finding documents and information on specific customers or service orders was therefore taking up more and more time. At Eura Mobil, many business transactions run through various specialist departments. With paper-based working, there was often no overview in terms of the status of the relevant work. Some business processes therefore demanded a great deal of time.

Eura Mobil decided to organise its corporate processes more efficiently and to introduce a document management system (DMS). After evaluating several DMS manufacturers, the managers at Eura Mobil made the decision to introduce **ELOprofessional**. "Despite its wide range of functions, **ELOprofessional** is very easy to use, which was one of the most important criteria we considered when choosing the software", according to Bernd Hartmann, IT Manager at Eura Mobil.

### Shorter search times

Together with the **ELO** business partner, Eura Mobil started by implementing an electronic vehicle file which was intended to significantly speed up the processing of external requests. Every day, chassis from various dealers are delivered to Eura Mobil and then used in the production of motorhomes.



The lifecycle of a motorhome involves a large quantity of documents. "A good half metre of new documents piles up every day. These can be invoices, credit notes, vehicle papers, warranty documents, manufacturing data, test logs or general correspondence with dealers and end customers. Filing in folders meant that it always used to take employees a very long time to find specific information on a vehicle. In many cases half an hour was needed for the search alone", explains Bernd Hartmann, looking back. By introducing **ELOprofessional**, Eura Mobil is effectively saving time, since there is no lengthy search for documents.

### **Digital archiving & retrieval**

When **ELO** went live in spring 2006, Eura Mobil started to scan all new documents for current service processes into **ELO**. In parallel, two employees were solely occupied with scanning in existing documents and keywording them in **ELO**. Due to the huge amounts of data, this process is still under way. Bernd Hartmann adds: "Every document is being manually archived and keyworded in **ELO**. Since the documents, by their very nature, are extremely heterogeneous, automation would be too complex and would not be worth it."

A file may contain e-mails from dealers, test logs or photos which document specific facts.

### **Improved customer service**

The main search criterion for a vehicle within the file is the chassis number, to which all other documents are subordinate, e.g. Technical Inspection Authority (TÜV) certificates, warranty documents and many others. Sysdat has extended the search further to include external data sources so that additional vehicle information such as model year, origin, etc. are filed in the correct structure. This also enables the selected search to take place in both directions. The employee can, for example, choose to only display all credit notes for one vehicle. Conversely, it is also possible to search for all vehicles, for example by year of manufacture.

### **Overview guaranteed**

The centrally available vehicle file means that the lifecycle of a vehicle can now be seen clearly. Requests can be traced directly and processed. "We have significantly improved our service through the vehicle file in **ELO**. Processes are assigned to the relevant project and can be traced transparently, which makes all our work considerably easier", according to Bernd Hartmann.



## Consistent processes

The second step of Eura Mobil's project plan involved processing incoming invoices. In the past, incoming invoices in accounting were copied and went to the relevant specialist departments for verification and release. The invoices often went unprocessed for long periods of time, which meant that the company lost its discount. The coordination between accounting and specialist departments was difficult and above all, not transparent. These scenarios are now a thing of the past thanks to **ELOprofessional**.

## Individually customised

Incoming invoices are now scanned in, keyworded and transferred to the electronic workflow. If the invoice meets certain criteria, it is entered directly. However, generally the workflow feeds these to the relevant specialist departments for verification and release. The person responsible is then automatically informed by e-mail if he is to be active within a workflow. E-mail notification is primarily worthwhile for employees who do not work with the **ELO** archive every day. The workflows are centrally controlled by accounting. For an optimum overview, the **ELO** business partner has individually customised the workflow. Every active workflow is mapped as a reference in accounting or in the working folder. Here accounting can see the status of the relevant workflows. Bernd Hartmann explains the benefits: "This adaptation is very important for us. Every day, between 300 and 600 workflows are active and through the reference, accounting receives an overview of the release processes and can, if necessary, also access them if a process ceases to be processed."

*"Despite the wide range of functions, ELOprofessional is very easy to use, which was one of the most important criteria we considered when choosing the software."*

*Bernd Hartmann,  
IT Manager at Eura Mobil*

*"We have significantly improved our service through the vehicle file in ELO. Processes are assigned to the relevant project and can be traced transparently, which makes all our work considerably easier".*

*Bernd Hartmann,  
IT Manager at Eura Mobil*

# Solution

*an additional benefit*



>>

## Practical and robust

*“It is indicative of the acceptance of the system that the accounting employees were very sceptical about the DMS at the start and are now some of the biggest advocates of ELO.”*

*Bernd Hartmann,  
IT Manager at Eura Mobil*

### Extensive optimisation

The invoices are released by the employees in **ELO** via a stamp. Physical stamps have been completely replaced by the electronic stamps in **ELO**. When capturing incoming invoices a field with account assignment information is automatically opened in **ELO** and the account assignment can be entered directly. From this account assignment, the stamp is generated in **ELO** and applied.

The posting information is automatically copied from **ELO** to an Excel table. Using this table, accounting checks the bookings again and manually lets them be transferred to the booking system. **ELO** is not connected to the Eura Mobil booking system as the plan is to introduce a new booking system in the near future. For Eura Mobile, this solution does however make work considerably easier, as confirmed by Bernd Hartmann: “Although there is no connection between **ELO** and our accounting system, the Excel table saves accounting a great deal of time. Beforehand, the individual bookings were compiled from document maps and then copied to the system”. Bernd Hartmann, continues, “... it is indicative of the acceptance of the system that the accounting employees were very sceptical about the DMS at the start and are now some of the biggest advocates of **ELO**.”



&gt;&gt;

## Cost savings with ELO workflow

*“If we have any questions, the ELO business partner immediately provides help and advice.”*

*Bernd Hartmann,  
IT Manager at Eura Mobil*

### Thought-out projects

Before every project, the **ELO** business partner creates a project plan. This is very important for guaranteeing the optimum deployment of a DMS solution. The analysis of customer processes and requirements is a priority here.

Another item on the agenda is the central archiving of outgoing invoices. The **ELO** business partner has already connected one of three special mobile home manufacturer systems to **ELO**. A posting interface to DATEV has also been implemented. It is now possible to archive warranty credit notes, including references, in the vehicle file. In the next step, the vehicle invoices are to be archived. An additional reference will be generated in the vehicle file here as well. Employees therefore receive a comprehensive view of the business processes. The connection to other programs will follow gradually.