

ELO Customer Reference

Gustav-Adolf Apotheke



Reference

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A DMS solution optimised for pharmacies

The highest possible level of customer service



“ELO-WINAPO is extremely easy to use and is also largely self-explanatory, even to new users. Even employees with reservations quickly get to grips with it.”

Rolf Hummelmann,
pharmacist and owner of the Gustav-Adolf-Apotheke

With ELO-WINAPO, the Gustav-Adolf-Apotheke has drastically minimised its administrative work and can now use the time gained for customer service. Information is easy to find. Tax reports can be generated in just 2 minutes and workflows efficiently control quality management.

The Gustav-Adolf-Apotheke is by far the oldest pharmacy in Zirndorf and in the Fürth administrative district (Bavaria) with a history spanning over 140 years. Since 1865, it has dealt with everything to do with health - in keeping with nature and family. Its long history can mainly be seen from the architecture of the pharmacy facade which has barely changed over the years. The building interior, on the other hand, has changed over time to become a modern service provider, including the latest high-tech equipment. A highly qualified team of 10 employees places a great deal of emphasis on individually advising customers. The person, not the medicine is the top priority at the Gustav-Adolf-Apotheke.

Solution

an additional benefit



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Time for core tasks

Overview

Country: Germany
Sector: Health system

Company

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Challenge

Documents are to be archived electronically. This requires a link to the WINAPO SQL pharmacy materials management system. Information on deliveries, orders, customers, etc. should be available at the click of a mouse.

Solution

ELOprofessional is linked to WINAPO SQL; content is easily exchanged between *ELO* and WINAPO. All paper documents are scanned in and managed electronically. Workflows control business processes.

Benefits

Consistent and transparent work processes. Information is immediately available to employees at the click of a mouse. Customer service is significantly optimised. Documents for the accountant are generated in just two minutes.

For 18 years, the pharmacist Rolf Hummelmann has managed the company and continued the family tradition - which has already reached the fourth generation. In 2005 he decided to fundamentally optimise the administrative processes. He looked for a successor to his ADG pharmacy software and a document management system (DMS). Business partners recommended WINAPO SQL from Lauer Fischer to him as a materials management system and a supplier suggested two DMS manufacturers (to Rolf Hummelmann). In addition to WINAPO SQL, the decision was finally made on *ELOprofessional* as a DMS solution. "The technical competence of the *ELO* business partner, the price/performance ratio and the open structure were the persuasive factors. *ELO* is ideally suited to individual solutions", Rolf Hummelmann explains to justify his decision. Another important criterion was also the seamless integration of *ELOprofessional* with WINAPO SQL which the *ELO* business partner already offers as a finished solution.

Rapid implementation and deployment

The introduction of the software was implemented by bitMa solutions within 3 months. It took just a few days to train the staff. All documents, such as invoices, quotations and general correspondence are now scanned into and keyworded in *ELO*. The Gustav-Adolf-Apotheke is thus saving a great deal of time and archive space and can quickly access the documents being searched for, e.g. price quotations, product information, application forms, order forms, recurring work processes, etc. electronically. In addition, the documents are filed in the *ELO* archive with version control and in a legally compliant manner.

Central knowledge platform

Incoming and outgoing documents such as delivery notes, invoices or quotations from WINAPO SQL are automatically transferred to the archive by *ELO*.



Relevant data (customer number, supplier, invoice date, etc.) are read out from the document for keywording and listed for the user to see. During archiving, a check for duplicates also ensures that each document is only filed once. Around 12,500 documents are archived each year.

Rolf Hummelmann comments: "We enter both customers and suppliers into WINAPO customer administration and thanks to the interface also use this data in the **ELO** archive. As a result, the costs of data maintenance have been halved and we can assign documents clearly." This unique assignment enables employees to trace transactions much faster. With certain deliveries, for example an inhalation device paid for by the health insurance company, obligations to obtain a permit, addresses, suppliers, etc. must therefore be checked. If this type of case has been processed successfully once already, in the event of a similar case every employee can carry out the same procedure very quickly and correctly. The information flow is guaranteed by central filing, as Rolf Hummelmann confirms: "In the past, our employees were much more specialised in their task area as regards administrative issues. The combination of **ELO** and WINAPO now enables information to be available to all employees in a very short time and thus significantly speeds up lengthy administrative procedures."

Optimum control through workflows

At the Gustav-Adolf-Apotheke, workflows are also responsible for controlling and hence monitoring certain business processes. The **ELO** workflow forwards documents from the inbox to the relevant employee for processing. Payment processes are monitored by the system to guarantee punctual processing. Reminder functions ensure that nothing is forgotten. The result is standardised processes which save a great deal of time and enable efficient working.

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Consistent security

Tax-related data records in 2 minutes

Each month the pharmacy used to compile a thick folder for accountants - a time-consuming process. This now takes just 2 minutes. By integrating the accountant import & export module in **ELO**, the tax-related data record is now exported to an electronic folder and burnt onto CD. However, the tax consultant had first to be convinced, as Rolf Hummelmann explains: "With help from the **ELO** business partner, we have convinced him that **ELO** is a better choice than DATEV for our tax data since the DATEV system is used by the accountant but not by the client. However, **ELO**'s search routine alone quickly persuaded him. Since we can now also still trace the DATEV booking numbers in our system, all doubts have been eliminated."

Extensive data security

A server with a RAID system and daily off-site data backup by an external service provider ensure data security at the pharmacy. Employees access the archive using a password. With **ELO** user administration, individual access rights are regulated so that certain documents cannot be viewed, modified or even deleted by everyone. In Rolf Hummelmann's opinion, this gives him much more security than the physical paper archive could ever have provided. Customer-related data is also only copied to **ELO** and WINAPO if a data protection agreement exists. If this is not the case, an acknowledgement field at the point of sale can be used to remind the customer for a signature when making the next purchase.

Success without side effects

The Gustav-Adolf-Apotheke has significantly optimised its work processes through the **ELO**-WINAPO archive. According to Rolf Hummelmann, investments in **ELO** paid off within 10 months and he would choose **ELO** again: "I would choose a DMS, and especially **ELO**, again every time, in exactly the same way [...]. even though we archived everything twice over in the start phase, i.e. electronic filing + paper filing, CD-ROM + folder for accountants. Despite this initial extra workload and 7.2% less turnover, the business achieved 20.5% more profit in the first year after the introduction - this speaks for itself.