



Reference

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Put ideas into practice

ELO is the source to access information quickly



“ELOprofessional offers the flexibility to adapt to individual needs simply and quickly via options and customising or via the ELO scripts.”

Ronald Schmidt,
Project Manager, PARI

PARI processes invoices, delivery notes and its entire administration with ELO. All information from the various DV systems is centrally available in an archive. The result: Fast access to information, high staff motivation, optimised and time-saving processes. Hygienic paper-free processing in the technical service department.

A modern legend: from a tiny workshop to a worldwide renowned specialist in respiratory therapy. That sums up PARI's development from the company's foundation 100 years ago to the present day. The small family-run company grew into the PARI group of companies, setting international standards in aerosol technology with its own research unit and production and employing some 400 people around the world.

Solution

an additional benefit



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Management by motivation

Overview

Country: Germany
Industry: Aerosol technology

Company

PARI Medical Holding GmbH develops and produces inhalation systems. It operates in more than 70 countries and has a market share of over 50% in Germany, Austria, Switzerland, Malaysia, Singapore and Korea.

Challenge

All information from the various DP systems had to be centrally available in an archive. Paper had to be banned from the service area for reasons of hygiene. Connection to the ERP system Baan and later SAP.

Solution

Invoices, delivery notes, the entire administration is now processed via **ELO**. Since July 2003, 160 users have been dealing with some 500,000 documents in **ELO**.

Benefits

Fast access to information, high staff motivation, optimised and time-saving processes. Hygienic paper-free processing in the service area.

PARI has remained an independent enterprise with no outside investment to the present day. That means the company is able to realise its high demands with regard to technology and quality directly, without the influence of third parties. The aims and intentions of its work are to make life easier for respiratory disease sufferers and those who care for them. With regard to quality, the company has high targets. That goes for the quality of its products and for the skills and knowledge of its staff. After all, PARI has a reputation to protect.

Knowledge has to be accessible

PARI had mounted up a great deal of documents. Projects were completed and all the related items had a tendency to achieve a permanent and unchangeable status in a short time. That's why the company decided to install the **ELOprofessional** document management system in 2003. The decision was closely linked with considerations on bringing all information from the various DP systems together in a central archive, so as to make it easier to find. The **ELO** document management solution matched all the requirements. PARI has since switched from Baan as its ERP solution to SAP. The **ELO** ArchiveLink interface for SAP R/3 (and other ERP systems) enabled a perfect connection to the existing system environment.



Intuitive operation with ELO

Due to the open system structure and the intuitive operation, PARI quickly decided on **ELO**professional. "The user interface matched the users' expectations, everyone found their way around immediately, and we particularly liked the fact that the documents only exist once, although we wanted to keep our department-based structure," says Project Manager Ronald Schmidt. The introduction of **ELO** started by optimising handling of incoming invoices, taking all statutory requirements into account. The next step was to link up the Sales department and the Service Centre. Invoices, delivery notes, the entire administration now runs via **ELO** and no longer via Baan or SAP, because **ELO** guarantees that all items belonging to a process are complete. "There have been very few problems," says Ronald Schmidt, "everything works very quickly, as the two systems are easy to adapt. We've now also integrated interfaces to Excel, to automate archiving of our various existing mini-databases."

Elementary value-added

"If you want to calculate the benefits in euros and cents, you've misunderstood the value of a system of this type for the company as a whole, including fast access to information and thus good staff motivation," says the Project Manager. The technical service team has an elementary benefit from the system. When appliances are returned, the senders generally include a cover letter. But paper is not allowed in the service area for reasons of hygiene. Since PARI introduced **ELO**, the documents are scanned in at an early point and processed on an electronic basis throughout, meeting the demands for paper-free processing along the entire chain.

"The ELO staff are extremely cooperative when it comes to realising ideas quickly, for example our request for electronic signatures with version management – that's extremely important for us, as PARI needs legally binding signatures to automate our business processes via workflows."

Ronald Schmidt,
Project Manager, PARI



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Secure processes due to electronic signature

“The system is really intuitive in its operation, and as it is very good value for money, the decision was easy.”

Ronald Schmidt,
Project Manager, PARI

Prospects

The next step planned is to integrate electronic signatures into the version administration. This is very important for PARI, as a legally binding signature is key for automating business processes via workflows. “As you can imagine, that’s right at the top of my priorities list, and will be the next real challenge. As soon as that’s done we’ll start using workflows, for example for alteration applications. Once there’s a new version the old one is no longer active. That’s why individual versions should be signed,” says Ronald Schmidt. ELO’s DMS solution is adaptable to the changes within the company. The staff extend the system through their work, and add new functions according to the situation. “The systems are never finished, and that’s a good thing. As soon as the company changes, our systems change along with it,” Ronald Schmidt enthuses.