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**Perfectly harmonized software technologies**

## Increase customer satisfaction



*“With ELOprofessional, we have perfectly coordinated software technologies, the right workflows and a robust overall concept that supports our operations on an optimum and reliable basis.”*

Peter Friedrich,  
Head of IT and Organisation Project Manager

With ELO, W.I.R. makes more efficient use of its resources and optimises collaboration between headquarters and external locations. Information on customers is available across the company, and is simply integrated into the operative system at W.I.R. That saves a great deal of time for the staff, which they can use for excellent customer service.

Digital networking in the global age demands flexibility – flexible and adaptable technologies, but also a flexible working world. The W.I.R./IRW group of companies, one of the leading HR and industrial service providers in Germany, meets these needs with 57 branches around the country. The group’s activities include HR recruitment, temporary staffing, “try & hire” and industrial services, maintenance, outsourcing and project activities for almost every sector and industry.

# Solution

an additional benefit



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## Gaining time for key tasks

### Overview

Country: Germany  
Industry: Service

### Company

The W.I.R./IRW group of companies is one of the leading recruitment and industrial service providers in Germany, with a current 57 branches nationwide. Over 2000 employees generate an annual turnover in the midrange of double-digit millions – W.I.R. in the field of HR services with temporary staff hire, project operations, recruitment and 'Try & Hire' and IRW in the industrial service sector with plant maintenance, industrial outsourcing services and made-to-measure project services. Both companies are based in Erkrath near Düsseldorf.

### Challenge

Administration had to be transferred to Erkrath due to the expansion of the branches. W.I.R. was looking for a solution to optimise processes, make more efficient use of resources and support cooperation between its head office and the external locations. Information had to be available throughout the company and the solution had to be easy to integrate into the operative system at W.I.R.

### Solution

Documents in the branch offices are now given a barcode, scanned and sent to the Erkrath head office via an online file router. There, the barcode is used to identify the type of document and where it comes from. On this basis, the correct workflow is automatically started for the respective task, presenting the documents to the responsible central administration employee at every stage. All the communication takes place online.

### Benefits

Optimum coordination between the branches. Faster and more efficient working. All information is instantly available to the staff and can be used directly in applicant interviews. The solution saves a huge amount of time, which can be used for excellent customer service.

## Strong process support for the future

W.I.R. is gradually expanding its branches. Bearing this continual expansion in mind, the company decided to process its administration centrally in the Erkrath head office near Düsseldorf and to optimise these processes. In the past, for example, the entire applicant, employee and customer administration was carried out by the individual branch offices. The processes were often time-intensive, prone to mistakes and far from transparent. W.I.R. was looking for a solution to optimise the processes, make more efficient use of resources and support cooperation between its head office and the external locations. The information had to be available across the entire company. The solution had to be easy to integrate into the operative system at W.I.R. Plus, the company wanted to guide and support its internal processes through workflows. After evaluating ten providers, W.I.R. decided on **ELOprofessional**. The enterprise content management (ECM) solution met all their needs in the standard package – and they were particularly impressed by the excellent automatic process support.

## Short training periods

Having decided on **ELO**, the company rolled the system out across the board in only four months, taking only one day to install the solution in each branch office. And the user training was just as fast, due to **ELOprofessional's** intuitive user interface. On the following day, the staff were accompanied in using the new solution, and were then perfectly capable of working independently with the application. The ECM solution now supports the company's entire operations in applicant, HR and client management. In parallel, a test environment was put online. All users can run through the processes there, giving them a chance to continually optimise and adapt new requirements to the system.



## Working fast and efficient

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## Gaining valuable time and resources

“All our administration now takes place at our Erkrath headquarters. The branch offices can concentrate on placing and managing staff and recruits. That means we save valuable time and resources. At the same time, we can manage capacity fluctuation in the individual branches much better,” explains the head of IT and Organisation, Peter Friedrich. The quality of work has improved sustainably. “Previously, some of the branches had different working methods. Through the workflow guidance in **ELOprofessional**, they are now integrated into standard processes, which has significantly reduced the number of errors,” Peter Friedrich adds. “Via the process description database, we can automatically generate dynamic workflows.”

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Reference

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## Working fast and efficient

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### Benefits prompt extension

ELO<sup>professional</sup> has more than proved itself in only a short time. The application is set to be extended in future. W.I.R plans to integrate its accounts department and the areas of work safety, administration and management. An integration into the Microsoft Sharepoint portal server as an intranet and customer portal solution is also on the cards. Plus, the sister company IRW – Industriedienstleistung Reinigung und Wartung, a specialist company for industrial services, will also be integrated into the new solution. This will help coordinate processes and services between the two companies even better in future. “Implementing this centralised solution was a huge step forwards for us,” comments Peter Friedrich. “With the new technology and methods, our users can work much faster and more efficiently across the entire company.”