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Know-how for refined tastes

Quality demands smooth and thought-out processes

With ELO's assistance, the Lower Austrian company Ybbstaler Fruit Austria GmbH has simplified and accelerated its corporate processes. With just a few clicks of the mouse, employees can access the right information in a matter of seconds regardless of their location. The print volume could therefore be drastically reduced.

Ybbstaler is a renowned manufacturer of fruit juice concentrates and natural beverage ingredients. With its processing plants in Europe, the Group is one of the world's largest in its sector. Customers have been benefitting from the experience and know-how of Ybbstaler for decades. In 1995, additional Ybbstaler purchasing companies were founded in Romania and Hungary to cope with the growing annual requirements for fruit.

"Thanks to ELO's document management system, we were able to minimise the costly transportation of paper documents and thus dramatically accelerate communication paths within the company."

Reinhard Spreitzer,
IT Manager Ybbstaler Fruit Austria GmbH



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ELO as a central information pool

Overview

Country: Austria
Industry: Foodstuffs and luxury food industry

Company

Ybbstaler is a renowned manufacturer of fruit juice concentrates and natural beverage ingredients. With its processing plants in Europe, the Group is one of the world's largest in its sector.

Challenge

- The volume of paper in the company is to be reduced.
- Information is to be available to the company centrally and be easy to retrieve.

Solution

- Implementation of **ELOprofessional**
- Documents are scanned in directly when they are obtained and keyworded partly automatically and partly manually.
- Linking MS Office and Outlook

Benefits

- Fast processing
- Reduction in the volume of paper
- Employees can now access information at the click of a button.

Due to the positive trends in the sales markets, since 1998 Ybbstaler's fruit juice concentrates and beverage ingredients are no longer manufactured at the headquarters in Austria, but at another processing plant in Eastern Poland. Ybbstaler has created and operated high quality products for various areas of the food and drink industry for many years. High demands are placed on using natural raw materials for processing. Ybbstaler distributes its products worldwide.

Individual solution and easy-to-use

Quality demands smooth and thought-out processes. In the procurement area in particular, Ybbstaler recognised the need for optimisation and decided to introduce a document management system (DMS). Long transportation and communication paths for paper documents were thus to become a thing of the past. Above all, the aim was to retrieve the necessary information quickly, simply and centrally.

After a thorough evaluation of DMS manufacturers, Ybbstaler is now using **ELOprofessional** as a DMS solution. "The possibility of adapting **ELO** precisely to our needs through scripting and, above all, the fact that the system is easy-to-use, convinced us", explains the IT Manager of Ybbstaler Fruit Austria GmbH, Reinhard Spreitzer. The **ELO** project kicked off in spring 2007.



Turning around lengthy and laborious processes

Before the introduction of *ELOprofessional*, the flow of paper started on the weighbridge, where vehicles arriving are weighed before and after unloading to determine the actual delivery quantity. Here both weight and acceptance notes are issued and signed and customs papers, certificates and inspection logs handed over. The documents are then forwarded to the laboratory, customs department or accounting. Since several departments work with the documents independently of one another, the documents had to be copied several times and then passed on to the appropriate staff. This resulted in a lengthy, laborious and, above all, complicated process.

Clear processes thanks to structured design

With *ELOprofessional*, these laborious procedures are now a thing of the past: All documents are now immediately scanned in and archived in an electronic format at a central location immediately after they are accepted. Keywording in *ELO* is partly automated and partly manual. All documents for the relevant process are assigned using a structure previously determined by the company.

By using *ELO* Barcode, which is generated by the in-house ERP system (CSB), the assignment and recording of delivery and weigh notes in the *ELO* archive is also fully automated. From then on, the data can be accessed from any workstation within the company. *ELO* functions as a central information pool here.

Reduce costs and protect the environment

Ybbstaler is now not only saving a great deal of paper, but by reducing paper consumption is also protecting the environment. "In goods acceptance alone we were able to drastically reduce print volumes. Workflows have thus been significantly accelerated", enthuses Reinhard Spreitzer. The IT department at Ybbstaler also took part in an *ELO* scripting training session and can now program, and more importantly automate, the structure and filing specifications themselves. This offers the company independence and flexibility so that the optimum adaptation of *ELO* to work processes can also be ensured in the future.



Three steps to complete success

Before introducing ELO, Ybbstaler discussed a introduction plan together with the ELO business partner. With a DMS project, success depends on a well thought-out project plan. ELO is being implemented in three steps.

Sub-project 1:

Here all procurement of fruit or other raw materials from machines through to paper clips is already managed via the ELO system. In addition, all documents from MS Office and Outlook are archived directly with the associated transaction. The benefits for employees are huge. They can access all earlier quotations quickly and clearly and thus make efficient price comparisons.

Sub-project 2:

This also includes the procurement area for raw materials (materials such as cardboard containers, packaging and labels). Here all incoming data is captured electronically in the ELO system and can be processed efficiently.

Sub-project 3:

The final phase will involve integrating invoicing in the DMS with its central data storage facility. Here workflows should control invoice release. Direct integration of an electronic fax system in the ELO environment is also planned.

Phase one is already complete, the completion of remaining project items is planned for the second half of 2008.

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Reinhard Spreitzer,
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Solution

an additional benefit



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Information at the click of a button

“Sales staff can therefore access offers, order confirmations or different projects directly with the mobile ELO Client. This guarantees efficient sales activity at the customer.”

Reinhard Spreitzer,
IT Manager Ybbstaler Fruit Austria GmbH

Mobility for increased flexibility in sales

For field staff, **ELO** with the mobile client represents an important sales tool. Employees travelling anywhere in the world can always have the **ELO** archive with them on their laptop. **ELO Mobil** provides full mobile DMS functionality. Reinhard Spreitzer comments: “Sales staff can therefore access quotations, order confirmations or different projects directly. This guarantees efficient sales activity at the customer.” The mobile **ELO** Client makes the **ELO** archive available offline so that the user is unaffected by poor or non-existent Internet connections.”



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A profit-making system

“Where previously huge mountains of files had to be combed when subsequently searching for information on delivery, today a few steps on the computer is all it takes to call up the information you’re looking for on the screen.”

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Reinhard Spreitzer,
IT Manager Ybbstaler Fruit Austria GmbH

Acceptance and optimisation throughout

“The new, simplified workflows have been accepted by employees very enthusiastically”, claims Reinhard Spreitzer referring to the use of ELO up until now. “Where previously huge mountains of files had to be combed when subsequently searching for delivery, today a few steps on the computer is all it takes to call up the information you are looking for on the screen.” 25 employees at Ybbstaler have already been trained to use the new system. Even after completion of the first project phase, work processes Ybbstaler had been greatly optimised. Documents are no longer copied numerous times and transported to and fro across the company. Thanks to **ELO***professional*, the information you require is now just a few mouse clicks away. The next step is to introduce **ELO** in the financial and accounting departments.