



Successful digitalization.

ELO in Europe

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Zurich Municipal Police

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Successful digitalization. All across Europe.

Europe is growing together, and the digitalization of business processes plays an important role. Thanks to the latest digital technologies and automated workflows, European companies are capable of not only surviving in global competition, but also actively shaping digital transformation worldwide.

ECM systems provide a rock-solid foundation for success. ELO software solutions are at the heart of your IT landscape, ensuring automated processes, security, and holistic company information management.

Our solutions are as diverse as our customers. From digital patient files at Portugal's largest hospital, to mobile ECM for the Zurich municipal police, to digital workflows at France's most important commercial airport: All across Europe, companies from different industries and of different sizes benefit from ELO software products and solutions. Take a look for yourself.

ELO customer reference

Centro Hospitalar Universitário Lisboa Norte

CENTRO HOSPITALAR
UNIVERSITÁRIO
LISBOA NORTE, EPE



Hospital
PulidoValente





“Over the course of the project, we plan to significantly reduce operating costs and improve our response time for clinical services as well as automate back office processes.”

Luís Salavisa, CIO,
Centro Hospitalar Universitário Lisboa Norte

Digital transformation of clinical registries

With more than 6,000 employees, Centro Hospitalar Universitário Lisboa Norte (CHULN) in Lisbon faces enormous challenges when it comes to archiving clinical registries and patient files. For this reason, CHULN now relies on ELO ECM Suite to manage its vast amount of patient data digitally.

CHULN consists of two public hospitals in North Lisbon: Hospital de Santa Maria (HSM) and Hospital Pulido Valente (HPV). Altogether, some 6,000 employees are tasked with the health of more than 8,000 patients every day. Since it was established, CHULN has accumulated a huge number of patient records, which are stored either in paper archives or in hybrid digital archiving medical systems. In 2018, the organization decided to digitalize all of its clinical registries and implement a system for enterprise content management (ECM). Today, CHULN benefits greatly from **ELO ECM Suite**, which not only stores patient data in a central digital repository, but also allows the hospital to automate major back office business processes.



Successful digitalization

AT THE  OF YOUR BUSINESS



At a glance

Country: Portugal
Industry: Healthcare

Company

The Centro Hospitalar Universitário Lisboa Norte (CHULN) consists of two public hospitals in North Lisbon. More than 1,300 surgeons, a total of more than 6,000 employees, and an annual budget of 420 million euros make CHULN the biggest hospital in Portugal.

Challenge

Digitalization of patient medical and clinical records

Solution

- > **ELO ECM Suite** as a central repository for clinical registries
- > Integration of medical services in ELO
- > Digitalization of all major business processes

Benefit

- > Fewer paper archives
- > Quick access to patient files
- > Reduced wait time for patients
- > Business process automation for hospital administration

Medical success in the heart of Lisbon

The history of Hospital de Santa Maria goes back to 1934, with the creation of the administrative commission for new university buildings, which were presided over by Professor Francisco Gentil. The commission was responsible for the buildings that would house the university hospital, designed by German architect Hermann Distel in 1938. Construction began in 1940 in Campo Grande. The work was completed in 1953 and was considered one of the greatest achievements of the Portuguese government at the time.

In 2007, Hospital de Santa Maria and Hospital Pulido Valente merged to form CHULN – a public central and highly qualified hospital both in technologies and knowledge, providing healthcare to Lisbon citizens. As a result of a partnership with the Faculty of Medicine of Lisbon, which CHULN shares facilities, human resources, and knowledge with, graduate and postgraduate education became another fundamental pillar of its mission, without excluding partnerships with other national and international academic institutions.

With 11 major services that host 51 specialties, CHULN's mission also includes innovation, scientific development, and research as a logical consequence, harnessing synergies from providing both healthcare and education. This integrated vision aims at the growth and sustainable development of CHULN. The institution is exemplary in the provision of healthcare and its focus on progress, reinforcing its benchmark in the national health system.

Challenges best met by ELO ECM Suite

The vast size of the hospital was one of the biggest challenges during the project. Digitalizing the countless paper archives, consisting of hundreds of thousands of clinical registries, was an enormous task that needed careful and professional planning. Furthermore, CHULN already had other digital archiving solutions as well as an electronic invoice solution. For this reason, another major challenge was to find a solution that could meet the business needs for clinical records as well as back office archiving and process automation. Finally, the large number of different types of staff that access and work with the solution had to be taken into account, making **ELO** the perfect platform for this project. In a demo installation, **ELO ECM Suite** was put to the test. The solution delivered excellent performance and proved to be the best integrated platform. With its scalability and multi-tenant high-end capabilities, **ELO ECM Suite** with the **ELO**enterprise server technology was the right choice for CHULN.



Diligent project planning by the ELO Business Partner

The project implemented by an ELO Business Partner from Lisbon was defined and rolled out based on a three-year plan. These were the three main phases:

- › Migration of all clinical history paper archives to **ELO ECM Suite**
- › Integration of all medical services into the ELO platform
- › Rollout of ELO to all support services, such as HR, logistics, purchasing, legal, management board

Luís Salavisa, CIO of CHULN, is very pleased with the ELO Business Partner's work: "Our partner has provided great support since the early project stage. This has given us the confidence to roll out the solution to other services within our organization."

ELO ECM Suite as a central repository for medical files

CHULN has dozens of healthcare services that host multiple archives for patient clinical medical records. As the solution had been in use for many years at the hospital, managing and making clinical records available to the doctors was a difficult and time-consuming task requiring dozens of people and a large amount of physical space. With the implementation of ELO, the clinical records are now immediately available to doctors needing to access patient records, regardless of the specialty in which they are working. All the files are stored in a single repository and quickly available in accordance with all GDPR requirements.

Integration of all medical services

CHULN also has other medical solutions that have their own archiving for patient exams, such as TACs and other imaging technologies. Exams done outside of the hospital must also be part of the patients' clinical record. They need to be archived and accessed later, making it a difficult task to manage. With the implementation of **ELO ECM Suite**, doctors are now able to access not only their own specialty clinical records but also records of other specialties at the hospital. In the past, this was very difficult to manage – not only due to the large number of services and files, but also due to the number of existing archives within the hospital.

Digitalization of all major business processes

Since the first meeting with CHULN, it became clear that the ELO project scope was intended not only for clinical purposes, but also to improve the hospital's business processes. As part of the global project, all supporting business units such as HR, finance, legal, logistics, and many other shared services will rely on **ELO ECM Suite** to archive their information and improve operations by automating business processes, implementing workflows, and integrating the software with other business productivity tools.

Summary and outlook

CHULN has made a giant leap into the digital future with **ELO ECM Suite**. Thanks to the central repository, physicians, surgeons, and other authorized staff members are now able to access patient files and other medical records directly from their workstations. Wait times for patients have been significantly reduced and the internal level of service has greatly improved. As a result, Luís Salavisa cannot wait to roll out the ELO solution to other support services.

Thanks to excellent collaboration between all project stakeholders, additional ambitious goals are already within reach.

"The feedback gathered from the ELO users is evidence of how easy the platform is to use and how well the search function works. A lot of the other hospital services have already put in a request to implement the ELO solution."

Luís Salavisa, CIO,
Centro Hospitalar Universitário Lisboa Norte





MINISTERIO DA SAUDE

EC-HFD

EMERGENCIA MEDICA

ELO customer reference

Zurich Municipal Police



Stadt Zürich
Stadtpolizei





"Ensuring that employees have fast access to important data from smartphones and tablets is a great way to improve efficiency and security in the workplace."

Patrick Wirz
Deputy head of applications/projects
Municipal Police, Zurich

An office on patrol

Until 2011, the Zurich Municipal Police used its own software to manage its e-mails and calendar, including a fully integrated document management system (DMS). After migrating to Microsoft Exchange and Outlook, the Municipal Police needed a new DMS system, which they ultimately realized in collaboration with ELO Digital Office CH AG.

The Municipal Police didn't choose to migrate its previous software to Microsoft Outlook with Exchange Server; this was simply part of the City of Zurich's overall IT strategy. The city decided to introduce DMS system **ELO ECM Suite** at all offices associated with the city administration. In the initial phase, it wasn't possible to integrate the DMS system from ELO into Microsoft Office applications. However, the Zurich Municipal Police needed this function within Outlook for their day-to-day business.



Successful digitalization

AT THE ♥ OF YOUR BUSINESS

At a glance

Country: Switzerland
Sector: Public administration

Company

The police department of the city of Zurich is a modern urban organization serving the law and the public. The Municipal Police service department ensures compliance with the law, while providing for safety and order within the city.

Challenge

- › Migration from the previous e-mail system to Outlook and Exchange
- › Need for mobile solutions to boost response times
- › Access to a central digital repository from anywhere

Solution

- › **ELO ECM Suite** as a central repository
- › Seamless integration with Microsoft Office
- › **ELO app** for mobile data access

Benefit

- › Standardized, centralized data administration
- › High level of transparency and system reliability
- › Mobile availability of information

“As long as it wasn’t possible to file Office documents and e-mails in one location, users continued working with the file server,” explains Patrick Wirz, the deputy head of applications and projects of the Zurich Municipal Police. The problem: Without any clear rules on where to save information, filing systems can quickly become confusing and data is often saved redundantly (multiple times). This makes searching for the necessary information difficult later on. “Ensuring that employees have fast access to important data from smartphones and tablets is a great way to improve efficiency and security in the workplace,” continues Wirz.

The Organization and Information department of the City of Zurich joined forces with the Municipal Police’s IT managers to form a team that implemented DMS system **ELO ECM Suite** as well as the **ELO app** with the support of ELO Digital Office CH AG. They also played an important role in the development of the **ELO Outlook Client** as an e-mail system interface, which was put into operation in 2013.

High standards

Laws requiring business-relevant documents to be retained, networking with the different departments and offices, one central filing location for Office documents and e-mails in a common folder structure, sophisticated search functions, and differentiated access rights – the project managers at the Zurich Municipal Police had quite a number of requirements to meet.

Around 2,200 employees of the Zurich Municipal Police currently use the ELO system, working with multiple client types. The **ELO Outlook Client** and **ELO for Mobile Devices** for iPad and iPhone are standard for everyone, while the **ELO Java Client** is intended for more frequent users.

Besides defining a permissions concept, there were also the matters of a structure, classification system, and keywording documents in the DMS and on the intranet.

“Indexing and linking all the different contents took a lot of effort. But it’s important to be diligent. After all, it’s what makes the repository valuable and user-friendly,” says Wirz.

You have to get to know the different tools before you can work with them. “By providing our employees with careful instruction, they quickly grew to trust



the new centralized, digital administrative tool," explains Wirz. "They also really appreciate the mobile app," he adds.

Anywhere, any time

It was important to the Zurich Municipal Police to be able to access their digital documents via iOS devices (iPhone and iPad). The ability to access information from any location increases the responsiveness of police officers in daily operations. "Having e-mails, instructions, and important background information at hand helps us make fast decisions right on site, act quickly, and answer questions our citizens may have," explains Wirz.

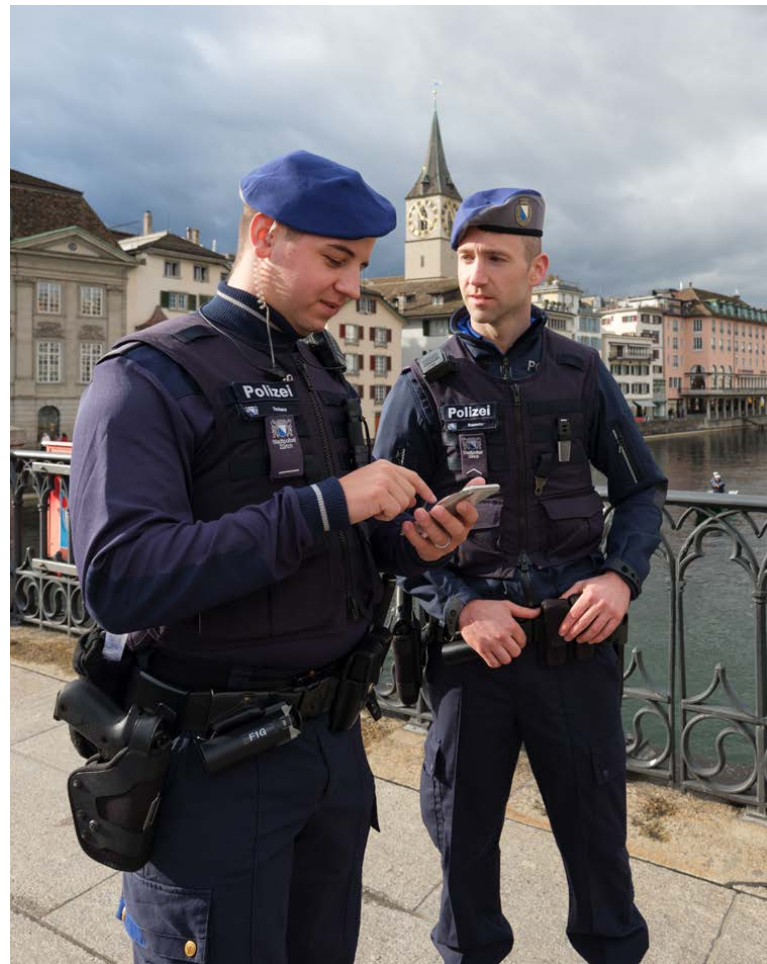
The topic of data security did come up during the introduction phase. Along with managing around 2,500 mobile devices, the **ELO app** also has to ensure compliance with city security guidelines. After all, each device is given access rights, a SIM card, and a subscription.

Now, the office is basically out on patrol, as all essential processes can be triggered from anywhere. "Having fast, secure access to the information we need is a huge win for the Zurich Municipal Police," emphasizes Wirz.

Summary and outlook

Embedding new software into an existing system, project, and committee landscape is complicated. After all, the various installed programs can affect one another. Ensuring all these functions harmonize requires a detailed technical inventory, integration with the IT infrastructure via interfaces, and software solutions, extensions, and applications that can be tailored to the individual needs of a company or organization. Often, the hard nuts to crack don't become apparent until the system is in use on a daily basis.

The Zurich Municipal Police have remained in close contact with ELO Digital Office CH for this reason. "We take the experience we gain in using the ELO system day by day and apply it, adapting the functions to our requirements," says Wirz.



ELO DMS Desktop and the ELO app

The **ELO DMS Desktop** software seamlessly integrates DMS functions with the Microsoft Office world. Users have access to a high-performance DMS system from within programs such as Outlook, Word, Excel, and PowerPoint – no matter when or where with the **ELO app**. The app can be used on all standard smartphones and tablets, available for iOS and Android.

"The tailored classification system and sophisticated search functions really help users find the data they need."

Patrick Wirz
Deputy head of applications/projects
Municipal Police, Zurich





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Mit Parkkarte 8050
unbeschränkt

Brandtour-
Offizier

POLIZEI

ELO customer reference

Sodexi

sodexi
AGILE ▶ INNOVATIVE ▶ OPEN





"The greatest challenge for our company was to simplify and modernize our purchasing process."

Noël Picolot
Auditor

Innovative purchasing processes at major French aviation hub

For over 30 years, expert Sodexi has offered its customers tailored, innovative solutions for international express transport to France's largest commercial airport. Facing new challenges in terms of purchasing and contract management and digitalizing invoices, Sodexi, primarily active at two locations at the Paris-Charles-de-Gaulle airport, turned to ELO.

The greatest challenge for our company was to simplify and modernize our purchasing process with a high-performance, innovative solution while boosting team satisfaction. Our main objectives were to modernize our purchasing management software and to streamline management workflows (from commitments to processing invoices, which up to that point were not digitalized). Previously, we used a rather inflexible solution with a purchasing module that wasn't connected to our accounting department. That being said, it was our goal to get these processes flowing while optimizing these time-consuming internal processes.

Successful digitalization

AT THE  OF YOUR BUSINESS



At a glance

Country: France
Industry: Transportation and logistics

Company

For over 30 years, Sodexi has been active at the Paris-Charles-de-Gaulle airport in the area of express transportation. As an essential player in France and abroad, Sodexi offers its customers innovative, tailored solutions.

Challenge

- > Digital procurement process
- > Interface between accounting and purchasing
- > High-performance finance analysis tools

Solution

Thanks to **ELO ECM Suite** and **ELO DocXtractor**, Sodexi now has a powerful ECM system for its invoices, orders, and contracts. The company processes workflows digitally, benefiting from transparent processes, from purchase requisitions to invoice payment.

Benefit

- > One central system adapted to numerous workflows
- > Integration with Sage FRP 1000 and Inside Reporting
- > Independent software administration

Gradually, we kept upping our expectations, guided by what our company stands for and what we are especially proud of – our innovation. We seized the opportunity to go one step further and digitalize our supplier invoices with the help of an ECM system. We can now process supplier invoices faster thanks to a solution integrated into our system, the reason why we opted for **ELO ECM Suite** from ELO Digital Office.

One of the greatest difficulties was that the software solution we were replacing had only been in place for two years. We were forced to change our automated workflows and re-train our team right after introducing another software. The second difficulty was managing budget control in ELO, not only when creating orders and reconciling invoices, but also when canceling parts or entire orders. This function added to an existing module required additional talks and resulted in us pushing back the approval deadline.

We went with **ELO ECM Suite** because it offers all the functions and services we need while enabling our company to achieve digital transformation.

We were looking for an application offering our team an innovative and, above all, user-friendly solution tailored to our needs. We chose this intuitive user interface to help simplify our everyday processes. For us, it was important to opt for an aesthetically appealing and easy-to-use solution to ensure a high level of acceptance. With this solution, we can modernize our accounting workflows. Introducing the ECM system means greater flexibility in managing our purchasing while enjoying new functions. Thanks to smooth digital processes, we no longer have to deal with tedious, time-consuming searches and can do without paper invoices entirely. Managing contacts is now also a breeze.

Thanks to ELO, we can process purchase requisitions to payment tracking through digital workflows. The solution is fully integrated into the accounting system, keeping all steps related to purchase requisitions and invoices transparent with a reliable audit trail. **ELO ECM Suite**, which we use to handle invoices, orders, and contracts, allows us to track documents exactly depending on their status. The new system is based on a database we can access using our reporting tool.



Customizable solution

The ELO solution offers us a wide range of benefits. One driving force in our decision was its flexibility: The product is so adaptable that it aligns our needs with existing functions.

The ability to integrate ELO with Sage FRP 1000 and Inside Reporting also played a major role. When drawing up our reports, we can mix a high volume of data and create in-depth analyses.

Last but not least, ELO can be used for a wide range of business processes. This allowed us to provide a majority of our team with the new, intuitive, and above all highly regarded solution.

Thanks to the Mercuria plug-in for managing our specific repository, we are able to take care of day-to-day software administration and special cases ourselves.

An outstanding partner

Our ELO Business Partner was always there for us during project roll-out. During the test phase, the teams understood the project requirements, meaning implementation was well organized. Our partner provided us with a great deal of consultation and guidance in realizing our project. The teams were absolutely transparent, openly discussing alternative solutions we had initially considered. Users were able to test out demo versions to get a better idea of the software. They really appreciated that. The project team is very attentive and competent. As they are so familiar with the project, they could respond appropriately in both pre-sales and after-sales. Tickets sent to customer support are processed very quickly.



Summary and outlook

ELO ECM Suite was the perfect solution to meet the needs of the purchasing and finance departments in terms of supplier invoices.

After taking this first step, Sodexi is considering rolling out ELO in other areas that weren't included in initial planning, for example to manage personnel files or digitalize certain HR processes.

"With the ECM system from ELO, Sodexi will enter the digital age while continuing to champion for the environment."

Noël Picolot, Auditor



AIRFRANCE



ELO customer reference

Posta Moldovei





"ELO is the technologically advanced solution that best meets all the requirements of the state postal service."

Serghei Nastas, director general
Posta Moldovei

More efficient postal service thanks to ELO

Posta Moldovei is the national and largest postal services operator in the Republic of Moldova and is under the control of the Ministry of Information Technology and Communications. The company offers a wide range of postal and financial services throughout the country, rendering postal services for citizens through a nationwide network of 1,146 offices and postal agencies, and 37 branches. The company wanted to implement the ELO ECM Suite as a document management system primarily for archiving contracts and court files in a legally-compliant and audit-proof manner.

The Republic of Moldova is a small landlocked country in southeastern Europe, bordered by Romania to the west and is surrounded on its other borders by Ukraine. It has a total area of 33,843 km² and just over three million inhabitants. The Moldavian Soviet Socialist Republic declared independence in 1991 following the collapse of the Soviet Union. Moldova became a member of the United Nations on March 21, 1992. Moldova takes its name from the Moldova river, although the river does not flow through present day Moldova. The official language is Romanian.



Successful digitalization

AT THE  OF YOUR BUSINESS



At a glance

Country: Republic of Moldova

Industry: Services

Company

Moldova Post S.E. is the largest postal services operator in the Republic of Moldova with a nationwide network of 1,146 offices and postal agencies, 37 branches, and 5,793 employees.

Challenge

To implement an electronic document management platform that would allow users to file native and scanned documents to separate folders.

Solution

ELO ECM Suite using the **ELO Java Client** and **ELO Web Client** as well as workflows and a report module for all important contracts and court files.

Benefit

- > High quality of service for private customers and business customers
- > Fast access to documents
- > Quick access to the company repository
- > Simultaneous check of multiple documents in a short amount of time
- > Automated workflow
- > More efficiency

Member of the Universal Postal Union since 1992

In 1991, the first series of stamps dedicated to the first anniversary of the Republic of Moldova's proclamation of sovereignty were put into circulation. In November 1992, the Republic of Moldova became a full member of the Universal Postal Union (UPU). The organization, which has 192 member states, regulates international cooperation between postal authorities and international postal services and operations. In doing so, the Republic of Moldova formed a single postal territory with the other member countries. The state company Posta Moldovei was founded in April 1993 as the result of the division between the postal services and the telecommunications sector.

Since then, Posta Moldovei has joined a number of international bodies, including the Regional Communications Community (RCC), PostEurop (the Association of the European Postal Operators), and the EMS Cooperative (express mail service). In 1995, under a postal law, the state company Posta Moldovei was awarded the status of national operator with exclusive rights to provide basic postal services.

Modern postal services

Starting in February 1996, the express mail service EMS Moldova was added to the company's services portfolio. Posta Moldovei implemented the automated system IFS-STEFI, developed by the Universal Postal Union, in May 2005. The company strategy is geared towards implementing advanced technologies to add new, competitive, state-of-the-art postal services to its portfolio, improve its customer service, and increase mail volumes.

Today, Posta Moldovei has 5,793 employees, 1,146 offices and postal agencies, and 37 branches, and is a reliable partner in the global market for postal services. Posta Moldovei aims to remain close to people and dedicated to public service, always with a view to meeting customers' needs and expectations.



ELO ECM Suite instead of filing cabinets

Posta Moldovei stored its documents, mainly contract and court files, in a physical archive with numerous filing cabinets and ring binders. The company did not use a document management system (DMS). Until ELO, document-related business processes were performed traditionally by copying the relevant documents and forwarding them to all involved parties. However, as the number of documents increased, locating the right documents became more difficult and time-consuming.

At the end of 2014, the company decided to implement a DMS solution. Following a case study, ELO was selected as the ideal solution, since it fully meets the requirements of Posta Moldovei as well as being a technologically mature solution that the company's own IT specialists can develop further if required.

Workflows and report functions

The project began at the beginning of April 2015 and was completed in September of the same year. The main project objective was to implement a future-proof electronic document management platform based on **ELO ECM Suite** that would allow users to file the native document and scanned documents to separate folders according to the document type.

In addition, the company wanted to be able to forward documents automatically via special workflows and also required a reporting module, particularly for important contracts and court files.

Two different modules

An experienced Moldova-based ELO Business Partner saw the project through from start to finish. Anatolie Codreanu, head of the legal department at Posta Moldovei, states: "The ELO Business Partner was extremely flexible when it came to the contractual provisions concerning adaptation of the software to our specifications."

The project included two modules:

Court file module: This module registers every court file and all important information and files them to ELO where they are stored in accordance with legal requirements and can be accessed immediately. The module contains a submodule for creating different types of reports.

Contract module: This module is used for managing the company's contracts. The module is also able to generate several types of reports. Several workflows were designed for this module to increase the efficiency of the company's activities.

More efficiency right from the start

After just six months, some 3,000 documents had been archived at the Posta Moldovei headquarters. A total of 30 employees use the ELO system. The first reactions were extremely positive: From day one, ELO boosted the company's efficiency by automating workflows, allowing simultaneous document examinations, status checks, previews of the archived documents, fast report drafts, and increased attention to detail for the court files and other internal documents.

Summary and outlook

The server operating system is Windows Server 2008 R2 Enterprise, and Windows 7 (64-bit and 32-bit) for the clients. Microsoft SQL Server and Office 2007 are also used. Active Directory was also successfully integrated. The benefits for the company: Extremely fast access to the documents and a structured registry for the contracts, court files, and other internal documents.

Serghei Nastas, director general of Posta Moldovei, is extremely pleased: "The ELO project helps us to meet the large volume of requirements regarding the rendered postal services. Thanks to ELO, the internal company workflow has been automated, which allows for faster and easier contractual relations as well as improved services for private and business customers by allowing employees to simultaneously examine several documents in a short amount of time as well as granting them the possibility to access the company repository at any given time."

Further extensions are planned for the future, such as automation of business processes that involve checking documents in and out, petitions, orders, official provisions and information.

"The instructors were extremely professional and open and helped us to arrange a flexible training schedule."

Anatolie Codreanu
Head of the legal department
Moldova Post



MINISTERUL TEHNOLOGIEI INFORMAȚIEI ȘI COMUNICAȚIILOR



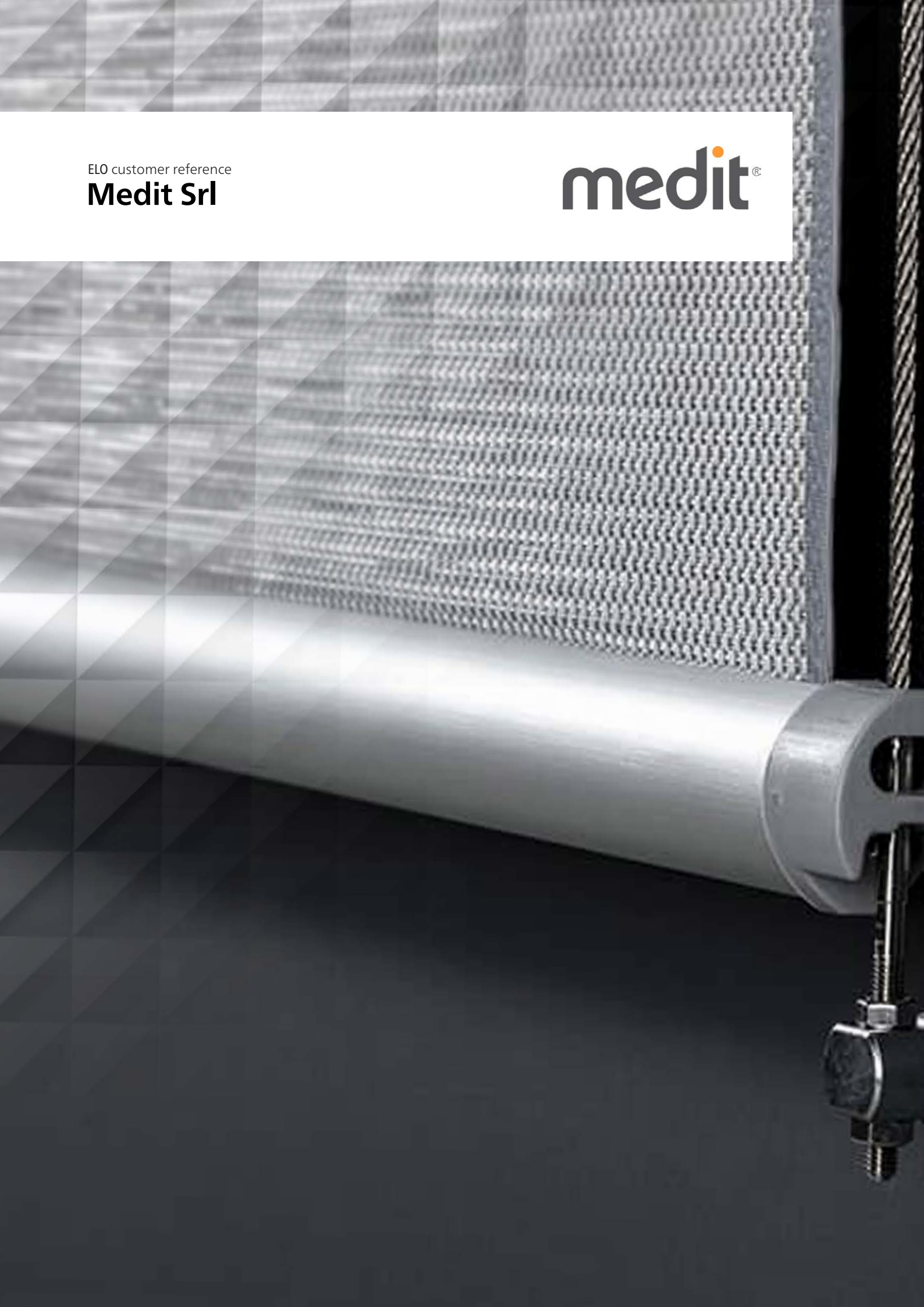
Orange
expo



ELO customer reference

Medit Srl

medit®





"With the ELO ECM Suite, we have introduced a central repository that is used by all company departments."

Daniela Castellazzi, IT manager
Medit Srl

The silent revolution of business processes

Medit is a leader in the production of shading solutions for all working and living spaces. The company, which specializes in roller blind systems for indoors and outdoors, was established in 2011 based on the longstanding experience of Silent Gliss, a company founded by Carl Minder in 1952 in Switzerland.

The merger with Silent Gliss Italia created a young and dynamic company that had extremely sound knowledge of the industry. The product is constantly reviewed in order to offer new solutions: from new motor mechanisms to updated fabrics, always keeping in mind both technical aspects and visual appeal. With this spirit of innovation and the **ELO ECM Suite**, Medit has also decided to revolutionize its management of orders within the framework of complete supply contracts.



Successful digitalization

AT THE  OF YOUR BUSINESS



At a glance

Country: Italy
Industry: Retail

Company

Medit was founded in 2011 based on a company that has been a leader in the market for over 70 years. With more than 70 employees, Medit focuses on the production of roller blind systems.

Challenge

Digitalization of order processing, integration of the order management system ACG Enterprise (followed by the integration of SAP Business One®), and mobile access to business-relevant data and information

Solution

- > **ELO ECM Suite** as a central repository for storing business documents
- > Digital order processing with **ELO workflows** and integration of the systems ACG Enterprise/SAP Business One®
- > Mobile access via the **ELO app**

Benefit

- > Find documents quickly and easily
- > More efficient order process
- > Access to relevant information anytime and anywhere

Medit has its headquarters in Milan and a production site in Bologna. The systems it designs and manufactures are markers of precision and quality. With its products, the company has successfully positioned itself in the highest market segment. Medit therefore has a constantly growing volume of orders and purchase contracts that need to be managed quickly and efficiently. This is why Medit now processes all orders electronically with the **ELO ECM Suite**.

How a flash of inspiration became a silent revolution

Since the 1950s, Carl Minder's ingenious invention has given rise to a globally successful company that continues to impress its customers with innovative ideas, exceptional design, and first-class service. The first silent curtain tracks were followed by more innovations, including curved curtain tracks. Medit was also the first supplier on the market whose curtains could be operated electrically by a push button control. Today, Medit has more than 70 employees working on new ideas for privacy and sun protection.

Success thanks to innovative processes

The innovation of silence, which has enabled Medit to conquer the market for curtain systems, has also been reflected in its innovative business processes since 2019. Until this point, the company had been using different methods and a large number of systems for processing orders, with the result that information was not available to employees in a central system and the order process had become too complex due to the need to access several systems. The company therefore set out to find a centralized software solution for order management that could integrate with all existing systems.

A great combination: ELO Digital Office and the ELO Business Partner

An experienced ELO Business Partner saw the project through from start to finish. The Bologna-based IT specialist provided Medit with comprehensive advice on the **ELO ECM Suite**: This included a detailed system analysis and planning and finally adopting the project management for the introduction of the ELO solution. Within just three months, the new digital order management system went live with **ELO ECM Suite** as a central repository integrating intelligent ELO workflows.



One-stop solution – ELO ECM Suite

Before ELO was introduced, Medit managed orders via different processes: Some were executed in IBM Notes, others in Microsoft Excel, and others in the ACG Enterprise management system. This meant that the same information had to be entered several times in different systems, a long and tedious process, not just in terms of the amount of manual work involved. Searching for information also took a lot of time and effort due to the different systems. And finally, there was no way to link different documents by means of unique links. The **ELO ECM Suite** now acts as a central management system into which all other systems are integrated. All order information is stored in ELO and is available to the relevant employees at any time on demand.

Digital order management for smooth processes

With the **ELO ECM Suite**, orders are managed digitally throughout their entire lifecycle: Documents generated in the ACG Enterprise management system (this includes supplier documents and invoices in XML format) are automatically captured in ELO. To retrieve the metadata required for linking documents, the **ELO ECM Suite** automatically accesses the management system. For example, the program adds information on the order number, the orders, or the related transport documents. ELO also generates the folder structures in which the various documents are stored. Finally, users can also easily store order documents within the predefined structures without having to enter any additional information. All links between documents related to the same order can be accessed at all times.

Mobile access to business-relevant information

Medit employees can file documents to ELO from a browser using the **ELO Web Client** as well as from a smartphone

or tablet when away from the office using the **ELO app**. In addition, the powerful **ELO iSearch** tool is integrated into the mobile applications, ensuring access to all business-relevant information from any location in seconds.



The silent revolution continues

With the silent revolution of its business processes, Medit has taken an important step into the digital future. “The digitalization of documents and the integration with the existing management system have enabled us to make our internal processes faster and more efficient,” sums up Daniela Castellazzi, who is responsible for the ELO project at Medit.

“In addition, our reliable ELO Business Partner provides us with excellent support in all questions and issues relating to the **ELO ECM Suite**,” Castellazzi continues. Having all business-relevant information stored in a central system gives the Milan-based company a major competitive advantage. It will be interesting to see what other projects Medit will implement with ELO Digital Office and the ELO Business Partner – the silent revolution continues.

“Thanks to the ELO ECM Suite, we now have a comprehensive overview of all information about an order, from the processing status to the retrieval of technical or administrative documents for the respective product.”

Daniela Castellazzi, IT manager
Medit Srl



ELO customer reference

MIXFIX Fassadensysteme Handels GmbH



MIXFIX





"It was important for us to choose a digitalization solution that would give employees more time to do essential tasks instead of having to spend a good portion of the day doing tedious filing."

Martin Messerschmidt, CEO
MIXFIX Fassadensysteme Handels GmbH

On the road to a paperless office

Initially, MIXFIX only wanted to implement a digital solution to streamline its delivery note processing. However, thanks to the countless possibilities that ELO ECM Suite offers for automating and digitalizing business processes, the building materials specialist from Vienna is now well on the road to a paperless office.

In 2020, the specialist for products in the fields of insulation, interior finishes, and structural protection decided to digitalize its purchasing and sales processes step by step to cope with the increasing number of paper documents. MIXFIX Fassadensysteme Handels GmbH started out with a software solution to digitalize its delivery note processing, which is now used by more than 20 employees. Soon after, the ELO Business Partner overseeing the project showed the company what other options a system for enterprise content management (ECM) had to offer. Now, with **ELO ECM Suite** at the heart of the IT landscape, the company no longer has to worry about filing countless paper documents, and is far ahead in terms of digitalization.

Successful digitalization

AT THE ♥ OF YOUR BUSINESS



At a glance

Country: Austria

Industry: Retail

Company

The Viennese company supplies small and medium-sized regional businesses with products for insulation, interior finishes, and structural protection.

Challenge

Digitalization of the delivery note process and fewer paper documents

Solution

- › Electronic delivery note management with **ELO ECM Suite**
- › Seamless integration with SAP Business One®
- › Mobile ECM with the **ELO app**

Benefit

- › Digital processes saves time and resources
- › Compliant storage of delivery notes, invoices, and other important documents
- › Less physical filing space needed

The MIXFIX company history

The success story of the Viennese company begins in 2003. Martin Messerschmidt, co-founder and to this day CEO of MIXFIX, recalls: "It all started as a small site in Vienna with four employees supplying and delivering materials for building exteriors to customers throughout the region." The business has constantly added to its offering and product range since then. After relocating to new facilities in 2012, the company added interior finishing and structural protection products to its portfolio.

Today, MIXFIX Fassadensysteme Handels GmbH employs more than 20 people and supplies small and medium-sized businesses across the region – its annual turnover is currently more than 10 million euros. However, as order volumes began to increase, MIXFIX was faced with significant challenges in terms of digitalization and process optimization, and it was clear that sustainable solutions would be required.

Drowning in paperwork

Every year, MIXFIX Fassadensysteme generates around 15,000 delivery notes, and the process of routing them to the different departments is complex. Previously, each driver had to be issued with a delivery note and a copy for the customer along with other important documents. The drivers were required to obtain the customer's signature and then bring the signed delivery notes back to the office where they were scanned and sent back to the customer together with the invoice in electronic form.

MIXFIX eventually set out to find a solution that would simplify and replicate the entire delivery note process digitally. Because the delivery notes are a key element of the accounts payable process, it was important to those responsible at MIXFIX that the solution would integrate seamlessly with the SAP Business One® ERP system.

ELO Business Partner presents even more options

ELO ECM Suite from ELO Digital Office quickly proved to be the ideal choice, since it featured an integration with SAP Business One®, a central requirement for the software solution. MIXFIX commissioned an experienced ELO Business Partner to implement the project, largely because the partner is known for its expertise in SAP Business One® and the ELO environment. In 2020, the IT specialists introduced an electronic delivery note process within just a few months using **ELO ECM Suite**. However, the project didn't stop at that. The partner showed the building materials specialist many of the other benefits of intelligent



information management with **ELO ECM Suite**. MIXFIX quickly recognized the vast potential of end-to-end digitalization in the company: **ELO ECM Suite** would enable it to not only optimize the logistics processes but the order and accounts payable processes as well.

Automated order processing

The electronic delivery note process was implemented as follows: The drivers were equipped with tablets which the **ELO app** was installed on. In the ELO tasks area, the drivers can see their current delivery jobs. Because Google Maps is integrated, the drivers are able to select the delivery address and send it to the navigation system. A text message interface integrated into the process is used to notify the customer or site personnel that the goods are on their way. The customer is then required to sign the electronic delivery note on the tablet to confirm that they received the goods. Subsequently, the signed delivery note is stored in the ELO system. In addition, information relevant for invoicing is transferred to SAP Business One® through an interface. Finally, the invoices along with the signed delivery notes are sent to the customer automatically by e-mail.

Benefits of digital data management

MIXFIX now uses **ELO ECM Suite** as its central system for secure, compliant storage of all business-related documents. Besides delivery note processing, a complete digital filing concept was implemented in the ELO system, from which the office staff benefit greatly. Thanks to the intuitive user interface, **ELO ECM Suite** is easy to navigate and employees can find the documents they need in a matter of seconds. Furthermore, the system offers a complete audit trail of the business processes. For example, the employees can see who is working on a current order and who has made changes. CEO Martin Messerschmidt sees the introduction of the ECM solution as a major advantage: "The ELO system means that we have an organized filing structure, and this in turn means that the associated processes also run smoothly."

Innovation increases employee motivation

The employees at MIXFIX Fassadensysteme, who were actively involved in the digitalization project right from the start, also made a significant contribution to the successful introduction of **ELO ECM Suite**. Although there was initially some hesitation about digitalizing processes, the employees soon became enthusiastic about the possibilities of the ECM system after receiving sufficient training in the software. For example, the drivers love that they can access the navigation software directly from the delivery note in the ECM app. The back office employees are also delighted that the entire order process has been streamlined and there is a much lower risk of manual input errors.



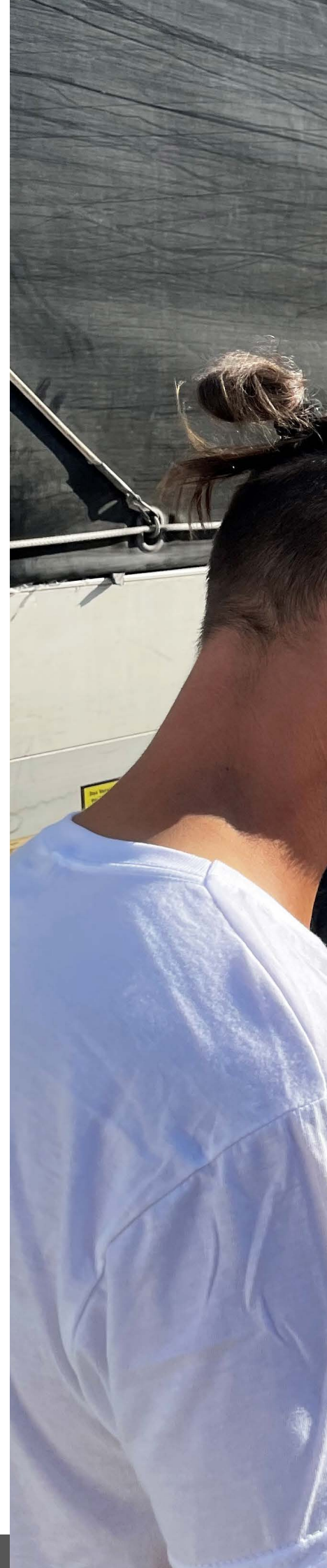
Reduced paper consumption

With the introduction of **ELO ECM Suite**, MIXFIX has dramatically cut down on its use of paper in purchasing and sales processes. The time employees spend searching for information has decreased significantly, which has led to less workload and more efficient use of resources. Since the workforce was involved in the transformation right from the start, there was a gradual shift in the mindset, which has benefited the entire company.

Today, drivers and suppliers use the convenient mobile ECM solution on their tablets, and the back office staff also benefit from the new digital processes. Having already successfully implemented digitalization in these areas, the company plans to roll out the ECM solution in material planning and HR in the future. What started out as a search for a digital solution for the delivery note process turned into a holistic approach along the way, ensuring MIXFIX has a smooth transition to becoming a paperless office.

"Not only have we successfully digitalized and streamlined delivery note processing thanks to ELO and the excellent work of the ELO Business Partner – many other parts of the company now benefit from the flexible software solution."

Martin Messerschmidt, CEO
MIXFIX Fassadensysteme Handels GmbH





MIXFIX

WDV-FASSADEN BAUTENSCHUTZ INNENAUSBAU

MIXFIX

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ELO success stories
Successful digitalization.

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