As one of the leading manufacturers of windows and doors in Austria, Josko GmbH has always been committed to delivering the best solutions to its customers. With a great deal of vision and the **ELO ECM Suite**, the company based in Kopfing now also relies on the highest quality in the digitalization of its business processes.

Josko’s success story reflects the fortunes of a family that, since the company was founded in 1960, has been committed to providing people with the best possible advice and assistance in getting their dream home. The company has always aspired to find the best solutions, from the choice of raw materials to finding the right product, sales, and installation. With the introduction of the **ELO ECM Suite**, a software system for enterprise content management, Josko is now also proving that it has a great deal of vision when it comes to digitalization of its processes.

"Without the ELO ECM Suite, we would not be able to manage the approximately 2,500 new documents generated daily."

Johann Beham
Head of IT infrastructure
Josko GmbH

Digital processes for a company with vision
Facts

Company: Austria
Industry: Manufacturing and production

Company

Josko GmbH is one of the largest manufacturers of windows and doors in Austria. The company offers windows, all-glass systems, and entrance and interior doors, as well as sun shading systems and natural wood floors in the premium quality segment.

Challenge

Efficient document management along the process chain, integration of information into processes, as well as automation of company processes in all areas.

Solution

- Digital invoice processing with the ELO ECM Suite
- Integration with Microsoft Dynamics AX via ELO BLP
- ELO workflow for automation of various company processes

Benefits

- Streamlined business processes thanks to automation
- Efficient use of discount periods in the incoming invoice process
- Significant reduction of storage space due to fewer paper documents

From carpentry business to a leading brand

In 1960, Johann Scheuringer senior set up a carpentry business, registering the brand name Josko a few years later. Initially, Josko concentrated on the production of windows and doors made of wood and aluminum. In the 1980s, his daughter Christa Wagner founded the company Ekutherm, enabling the company to enter the market for uPVC windows. The two companies finally merged in 2000, and the Josko brand was complete. From this point onwards, the company was able to supply a combination of wooden and uPVC windows and doors in a single property.

Throughout its history, the company has achieved numerous product innovations, patents, and milestones. This demonstrates Josko's commitment to always find the best solution. As of 2020, which also marks the company's 60th anniversary, Josko had some 900 employees working at two locations, and generated annual sales of around 150 million euros.

A future-proofed business

Agility in the company's modern industrial operations brought along more complex structures and growing volumes of data. By 2011, for example, the proprietary document management system, which was based on the IBM AS/400 platform, could no longer meet the company's requirements. It did not integrate with the leading IT systems and central user management, and could not map company processes. In addition, there was no option to automatically process workflows.

The company was therefore in need of a state-of-the-art enterprise content management (ECM) system with enhancement options to support its core business processes. The solution needed to work at any location, and also provide functions for collaboration and a full text search. Seamless integration with the recently implemented enterprise resource planning (ERP) system Microsoft Dynamics AX was especially important.

Automated business processes

One of the challenges was to find the right IT partner with the necessary know-how for the company-wide organizational implementation, including process integration. Josko decided on Actiware GmbH as the partner and the ELO ECM Suite from the Stuttgart-based ECM provider ELO Digital Office. The software has enabled the company to digitalize analog processes and control them automatically, as well as manage data in accordance with legal requirements, and analyze it intelligently. The suite features a modern user interface that can be easily customized. In addition, the pre-configured ELO Business Solutions are perfect for digitalizing key company departments.
Seamless integration with the ERP system
The basic implementation of the ECM Suite was carried out by ELO Business Partner Actiware. In particular, the IT specialists were responsible for the installation of the ELO Business Logic Provider (BLP), which seamlessly integrates the ECM software with the ERP system. ELO BLP guarantees consistent business logic, consolidating information from a range of ERP and other third-party systems to connect business processes.

Automated processing of incoming invoices
On the basis of the BLP solution, Josko also automated the incoming invoice processes with internal resources. It is based on a custom workflow that fully integrates processes and data with the ERP system, which significantly reduces errors. Due to the success of this method, Josko now also uses form-based workflows to streamline processes in other areas of the company, such as product management, development, production, and quality assurance.

Automatic document recognition
The ELO ECM Suite enables users to automatically process paper and digital documents in the mailroom, as the software, with the help of the ELO DocXtractor module, independently recognizes document types and can extract information instantly so it can be processed further.
Josko continues to benefit significantly from the system many years after its implementation: Part of this means it is always possible to trace who performed which step in a process or had access to the information. All legal requirements for data privacy and security are met. Sophisticated encryption technology ensures company data is securely stored. Thanks to the intelligent search functionality, employees can find the information they need with a few clicks, even if it is stored in integrated third-party applications such as ERP, CRM, or e-mail systems.

Josko is planning to extend other in-house processes and systems in the near future, including easier collaboration along the process chain with the help of the ELO feed, integration with the CRM system used in-house on the basis of ELO BLP, the introduction of the digital personnel file, and the ELO Contract business solution for contract management.

“Thanks to its flexibility, the ELO ECM Suite enables us to achieve full process and data integration in all areas of the company.”

Johann Beham
Head of IT Infrastructure
Josko GmbH