ELO Customer Reference
Ellwangen town administration

E-records are the future

In Ellwangen, time-honored architecture such as the mighty basilica from the late Romantic period, or the impressive Renaissance castle, meets forward-looking trends in administration. The modern town in Baden-Württemberg manages all its administrative records digitally thanks to Business Solution ELO Public Sector.

In the third-largest municipality in the Ostalbkreis district with more than 25,000 inhabitants, connecting history, cultural heritage, and modern infrastructure has always played a decisive role. Ellwangen has a lot to offer residents and visitors alike: The basilica from the late Romantic period, a large Renaissance castle, and the Baroque pilgrimage church on Schönenberg. However, besides boasting cultural attractions, Ellwangen is also the home of numerous companies, further contributing to the town’s economic success. It has always been a place where good ideas become reality. Besides free Wi-Fi access in the town center, Ellwangen has been officially granted “Fairtrade Town” status, and preparations are well underway for the state horticultural show, which Ellwangen is hosting in 2026. With all this in mind, it is hardly surprising that the town is also a pioneer in the area of public administration: Thanks to ELOenterprise and ELO Public Sector, Ellwangen is equipped for the digital future.

"All of us here at the town administration are delighted with ELO Digital Office’s e-records solution and of course with the professional support that we got from the ELO Business Partner."

Jürgen Seifer
Head of IT/project management
Ellwangen town administration
The solution

Practical benefits

Overview
Country: Germany
Sector: Public administration

The company
With more than 25,000 inhabitants, Ellwangen is one of the three largest towns in Baden-Württemberg's Ostalbkreis district alongside Aalen and Schwäbisch Gmünd. The town's cultural and historical heritage dates back over 1,250 years. With ELO's e-records solution, Ellwangen's administration is now equipped for the digital future.

The challenge
Implementation of e-records in municipal administration

The solution
• Rollout of Business Solution ELO Public Sector
• Digital mailroom processes with ELOenterprise
• Automated document and e-mail processing

The benefits
• One-stop solution for processing documents electronically
• Automated workflows
• Full view of records

Combining old and new
The town of Ellwangen is rightly proud of its cultural heritage. It is above all the old part of town that impressively illustrates how the town has developed over the centuries. The history of settlement begins at the old market square where Hariolf and his brother Erlolf, bishop of Langres, founded a monastery in 764. The basilica, which was built on these foundations in the 12th and 13th centuries, still dominates the townscape of Ellwangen today. In addition, an extensive castle complex was erected on Schönenberg in the 14th century, which initially served as the residence of the Prince Provost of Ellwangen. During the Renaissance, the complex was converted into a magnificent palace, which still attracts numerous visitors.

However, the town of Ellwangen does not rest on the laurels of its historical past. The latest developments bear witness to a great innovative power that will make Ellwangen an exciting place in the future as well. All citizens and visitors enjoy free Internet access in the town center. In addition, retailers and other members of the community have advocated the fair-trade movement in Ellwangen for many years, and the town was awarded “Fairtrade Town” status in 2018. In 2026, Ellwangen has a very special event on the agenda when the town plays host to the state horticultural show, which will have a positive impact on urban development for many years to come.

Digital administration: an investment in the future
In 2016, to promote sustainable development in the town's administration as well, Ellwangen decided to go digital and automate administrative processes by implementing an electronic records management solution at municipal level. Due to the variety of different procedures, it was especially important to find a solution that would easily integrate with existing third-party systems. Ellwangen issued a Europe-wide tender for a solution that would meet the following requirements:

• Rollout of an electronic filing plan
• Digitization and automatic processing of incoming mail
• Creation and processing of e-mails straight from an electronic record
n-komm and ELO Digital Office awarded contract

At the end of the tender, Ellwangen chose the electronic records solution from ELO Digital Office. The decision was based on various factors: Flexibility and usability, price/performance ratio, as well as the option to acquire a municipal administration license without any restrictions on the number of users, clinched the deal in favor of the ELO product. ELO Business Partner n-komm, based in Karlsruhe, which specializes in compliance for the public sector in municipalities, was commissioned with planning and rolling out the e-records solution. Within just a few months, the ELO solution had been implemented in the areas of education and social services, finance, and IT.

Digital records management successfully integrated

The advantages of ELO Public Sector quickly became evident once the solution was launched in the pilot areas: The e-records solution aligned perfectly with the existing filing plan structures. The town’s administration employees create electronic records based on the filing system they are used to and are able to process them according to specific criteria. Users have access to different record types, partial files, folders, and case actions. When documents and invoices are received by mail, they are digitized and automatically assigned to the corresponding electronic record.

The ELO workflow enables users to automate processes across different departments. It was especially important for users to be able to easily integrate existing processes and document templates with e-records in ELO so that they would not have to constantly switch between systems and all relevant documents and information would be stored in a centrally accessible electronic record.

Processing documents in ELO

When it comes to creating and processing e-mails and other documents, the e-records solution works hand in hand with the document management solution developed by ELO Business Partner n-komm. Just one of the benefits is that it enables employees to create form letters in Microsoft Word from within the electronic record. The corresponding address data from the electronic records are automatically applied to templates, which are managed in a central location in ELO. As the solution integrates with GroupWise, users can send e-mails straight from within the electronic record.

Thanks to ELO, the more than 400 users of ELO Public Sector in the town’s administration can capture and process all incoming documents and create e-mails from within an administrative record without having to switch programs. Documents are assigned to the corresponding business processes and can be subsequently corrected, signed, and approved. For the first time, users have access to the complete records.
Summary and outlook

In just a short period, the town of Ellwangen has mastered the transition to electronic records management with ELO Public Sector and thanks to the excellent teamwork with ELO Business Partner n-komm. Users of the ELO solution not only benefit from the ability to handle their daily workload within a single system, but can also automate routine processes with the ELO workflow. The integrated interfaces enable users to assign related information and documents to records automatically, resulting in a significant increase in efficiency. In addition, the solution is flexible and scalable: special authorization controls and records access functions ensure that data security and privacy requirements are met at all times.

Due to the great success of the e-records solution, the town of Ellwangen is already onto the next project in cooperation with n-komm: The team is currently working at full speed on a digital project and event management system based on ELOenterprise. This system will be used to plan recurring events in ELO, just further proof of the ingenuity of this historic town and the professional work of the ELO Business Partner.