



KONICA MINOLTA

Creating, filing, administering

Electronic document management replaces the paper archive in the Konica Minolta subsidiary at Düsseldorf

“The Essentials of Imaging” – with this message, one of the worldwide leading enterprises in the development and production of IT-supported imaging solutions advertises its products. At the same time, this slogan also reflects Konica Minolta’s own claim to support any customer by providing excellent products, solutions and services as an “imaging partner”. Of course, the fulfillment of this demand requires an efficient internal organisation structure. Based on QuickScan Pro by EMC Captiva, the document management and archiving system windream enormously contributes to an effective management of business processes – especially in the order management – at Konica Minolta’s Business Solutions subsidiary in Düsseldorf.

Since the members of the internal sales department of the “western region 2” in Düsseldorf rely on windream when managing documents, the order management department of Konica Minolta Business Solutions GmbH can react much more quicker than in the past. While all contract-related material was formerly still copied, filed and archived manually, these activities are now completely automated by windream. The former paper-based archive has been replaced by a completely digitised office world.

The advantages: enormous cost savings by extremely reduced access times and material for paper and files – not to mention the radically “shrunk” space. A further advantage: a substantially increased customer satisfaction throughout short reaction times, e.g. in case of incoming enquiries and orders. The members of the Düsseldorf branch can manage business processes much quicker than in the past now. And finally: windream is a modern software solution that cooperates seamlessly with Konica Minolta hardware.

In earlier times...

Before Konica Minolta's Business Solutions division at Düsseldorf decided in favor of windream, the order management was handled like this:

The sales offices which belong to the Düsseldorf plant sent all contract material to the order management department. The paper stacks were sorted and evaluated there, and a file was created for each contract. After the devices ordered by customers had been delivered, a member of the staff filed the associated delivery notes in the respective folder. One copy of the signed contracts was also added to the folder. Each folder received a specific adhesive sticker indicating the customer number, customer name, and contract type. The staff members sorted all files in huge filing cabinets according to customer numbers. Documents which were received later on had to be filed manually. If a folder was closed, it was first archived in a cardboard box and destroyed after ten years.

ble search profiles can find any document within seconds.

One of the main requirements during the integration process of the DMS into the organisation structure of Konica Minolta was that commonly known processes were not changed. On the other hand, the new system should also be able to create a one-to-one relationship between the former paper archive and the electronic filing structures. Both requirements can be fulfilled with windream and without any problem. Since the paper archive has been replaced by the electronic DMS, the access times have dramatically been reduced, and stored data can be accessed independently of time and location by any sales office. While the paper documents had to be fetched from the central archive by hand and sent



by fax, the receipts can now be downloaded and sent electronically via the windream Web Portal.

Automated processes

Nowadays, all incoming paper documents are first scanned automatically with Konica Minolta devices according to schedules and are forwarded to the DMS electronically. In or-

Key facts:

- Rationalization of the order management
- Realistic 1:1-reproduction of the existing paper archive
- No change in the common work processes
- Effective acquisition and digitization of paper files
- Quick and targeted retrieval of heterogeneous information

...and now

It is clear to see that this procedure required much time to keep the principle of filing upright. With windream, the situation could be improved enormously, as the document management system can handle basic jobs like indexing and archiving by itself. A quick retrieval can also be conducted very easily, as the windream-specific and stora-

der to separate single documents from each other, the system generates cover sheets containing relevant customer information like customer name, number or information on device types. This information is automatically imported from the SAP applications used by Konica Minolta, in which the master files of the customers are saved. windream uses this data for creating new electronic customer files and for automated indexing.



Files are stored in the electronic archive according to the same concept that was used in times when files were still handled manually: Each designator of a customer file created in the DMS consists of the customer number and name. This concept always allows a unique connection between documents and files, as – due to the index data captured – windream assigns the receipts to the associated customer and contract files automatically. While assigning data, specific access rights can be defined so that only those users will have access to documents which have been authorised respectively before.

If required, further documents can be added to customer files, e.g. general correspondence or offers and technical reports. The automatic

index recognition ensures that newly captured documents are always assigned to the correct customer folder. Thus, errors which occurred during the manual archiving processes are avoided.

Scanning with QuickScan Pro

A specific requirement was also to capture existing paper files and the contents of folders efficiently and to make them available to the DMS in electronic form.

QuickScan Pro by EMC Captiva, a company of the EMC Corporation, offers a powerful solution with integrated barcode recognition in this context. The Software cooperates seamlessly with windream and can transfer index information which has e.g. been saved in the barcode information of documents to the DMS automatically. QuickScan Pro reads the index information from the barcodes and assigns it to specific index fields of a windream document type.

It is also possible with QuickScan Pro to digitize paper documents from stacks in a batch process. Further on, the system is inexpensive and easy to use.

Conclusion

The “Konica Minolta” application example shows that a modern DMS and archive like windream is an ideal tool to virtually reconstruct even most complex business processes without any problem. The economic advantages are clear to see: substantial time and paper savings combined with a real reduction of costs even if huge document archives are

to be handled. Additionally, reduced reaction times and a quicker order management will lead to a high level of customer satisfaction.

Jochen Schaaf, Director Direct Sales of Konica Minolta Business Solutions Deutschland GmbH, especially emphasises the seamless cooperation between Konica Minolta devices and windream: “Besides

windream, companies that also decide in favor of Konica Minolta imaging devices for digitizing receipts will get a precisely combinable package consisting of hardware and software components. With this complete solution, enterprises will recognise that an office without paper is not just a dream any more.”



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