

Graf Automobile
GmbH

Pure driving pleasure

Success story



windream

MANAGING DOCUMENTS

Pure driving pleasure!

The windream integration into the BMW diagnosis system “ISTA”

“Our mission: Your driving pleasure.” With this motto, the Swiss BMW dealer Graf Automobile AG in Rupperswil addresses its customers. The company in the canton of Aarau

is one of the first BMW retailers in Switzerland to use the new Incadea windream archive solution.

Business processes in document workmanship

The entire Graf team consists of a total of 14 employees who have been working with the new solution since 2013 in the areas of accounts payable, accounts receivable, workshop processing and administration. Together, all employees pursue the goal of helping customers quickly and competently.

The pilot project was launched together with Graf at the time due to several inquiries from retailers to BMW Switzerland. The Graf company offered itself as a partner for this project, as it already had enough experience and had already recognized the potential for optimization, which is in the electronic handling of business processes and in the digital administration of the documents that arise.

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This is how it works

All BMW retailers use a BMW diagnostic system for warranty and workshop processing, which provides precise damage analyses for the exact damage findings of the respective warranty or damage case. The data is transmitted directly to the BMW Switzerland, department for warranty and claims settlement. The entire diagnostic

protocol is then printed out. This can be up to 600 A4 pages long. After the repair approval, the workshop order is processed according to the diagnostic report and the workshop order. After completion of all workshop work, handwritten notes may still be made on the workshop order.

Key Facts:

- ✓ Complete archive integration into the BMW diagnostic system ISTA
- ✓ Completely electronic order processing without any paper
- ✓ Significant cost reduction
- ✓ Systematic document capture and storage in the digital archive
- ✓ Fast and powerful document research

Cost reduction through digitalization

The order is then scanned, including all accompanying documents such as vehicle registration document, damage pictures and the diagnosis protocol, and electronically processed as a complete batch on the basis of a barcode that was already generated by an ERP system when the order was accepted and recorded in the system. After the electronic capture, the paper documents of the diagnostic protocol are destroyed, as at this point in

the process processing a purely electronic further processing begins. The decisive advantage: Effort and costs can be significantly reduced through the electronic representation of business transactions and document storage. The company also emphasizes that it is also doing something for the environment, because less paper simultaneously means environmentally conscious action.

Using the Kinetic solution

The pilot project at Graf took about three months. During this time no problems occurred, everything went smoothly.

When creating the diagnostic protocol, the print stream of the data is now converted directly into PDF/A files. In addition, damage-relevant information such as audio files with, for example, engine

noises and damage images such as photos and sketches are directly assigned to the associated digital vehicle file using the Kinetic solution Dalvany RBAC. In this way, all diagnostic protocols including their different data formats such as audio files, digital images, text protocols and other formats are systematically recorded and catalogued.

About: The Swiss windream distributor Kinetic AG



Kinetic AG, located in Lenzburg, Switzerland, has been a windream distribution partner for many years and is specialized in the distribution and integration of windream solutions in the entire Swiss region. As a windream distributor, Kinetic looks after an extensive network of specialized partner companies and also provides 2nd level support for partners. In this way, Kinetic covers the whole range of typical ECM requirements, starting with the classic document management in medium-sized companies up to complex ECM projects in large companies.



In addition, the range of services offered by Kinetic AG also includes integration of special applications, which are completely oriented towards individual customer requirements. Such tailor-made software solutions are developed by Kinetic in its own solution distillery under the Dalvany label. In this way, Kinetic has already successfully implemented a multitude of complex ECM projects for windream GmbH.

Satisfaction survey and added value

In July 2015, the Swiss windream distributor Kinetic AG, who was of course also in charge of the realisation of this project, conducted a satisfaction survey among the employees of Graf Automobile AG. Conclusion: All employees are very satisfied with the electronic Kinetic solution - windream, Incadea, archive and Workshop solution.

The added value results from a number of different advantages compared to conventional operation processing on paper. These include, for example, a significantly more efficient process handling, a fast and powerful search for business-relevant documents, which is carried out centrally via the Incadea specialist application, as well as a significant savings potential in terms of time and associated costs.

Comments on the project

A survey of users at BMW Graf led to surprisingly clear statements, which are consistently positive:

Pascal Kasper, workshop manager: „The integration of the BMW diagnostic system ISTA has once again increased the potential benefits enormously“.

Corinne Schaufelbühl, Service Assistant: „The service process, such as warranty processing and invoicing, has clearly improved in quality“.

Heinz Graf, business owner: „The solution supports us optimally in the entire sales process.

Further information about Graf Automobile AG is available on the Internet at www.graf-automobile.ch. Swiss BMW-dealers who are interested in the solution used by Graf and provided by windream distributor Kinetic AG can contact the car dealer Graf or Kinetic AG.




Your contact at windream

If you are interested in more detailed information on integrations, solutions or products from the windream world, please do not hesitate to contact us.

Allow yourself to be convinced and decide in favor of windream!

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