

All nice and tidy!

Success story



windream

MANAGING DOCUMENTS

All nice and tidy!

Digital customer- and object files at EGW-Heimstätten

„Our filing cabinets look all nice and tidy, now that we got rid of all these papers!“ Attila Magyar, executive director of EGW-Heimstätten (EGW Smallholding) in Vienna, is happy to state. „Every time our tenants had questions regarding their contracts, we had to go through the trouble of searching through our hardcopy files. Only then could we answer the question.“ This has changed radically, because since 2010, EGW employees have been using the windream ECM system for managing all business-relevant documents required for managing their tenants' files.

These include everything ranging from information on the keeping of exotic pets, via the installation of wheelchair access ramps, up to the entire mail correspondence with tenants. In order to clear out the filing cabinets and to answer requests more quickly, all documents that used to exist as hardcopies only – over 18,500 tenant files in total – were first digitalized and then stored electronically in windream.



Significant time-savings thanks to digitalization

The entire process of capturing the hardcopy documents took seven months – but that time was well spent. Now, each desired piece of information concerning customers, apartments and buildings is available at the click of one button, an invaluable advantage against the former procedure. A search of the document stock in the windream archive can be conducted via a single mouse click. In some cases, an additional search term, e.g. the name of the tenant, is required to immediately make all relevant information for a specific process available on screen. This process, which is convenient to execute for the user, but very complex on a technical level, is based on the fact that windream automatically reads index information from

captured or digitalized documents and uses it for the retrieval of archived information. Furthermore, it is also possible to search the entire document stock for words or text fragments, since the windream ECM system reads the contents of all documents as fulltext and saves them in a separate fulltext database. This database can be used to search for documents on the basis of specific terms. All documents matching the search terms are made available in a matter of seconds.

An additional number of 7,000 technical files and house files are currently being reviewed, scanned by a professional service provider and automatically archived in windream.

Key Facts:

- ✓ Quick and efficient answers to customer requests
- ✓ Convenient integration of e-mail correspondences into customer and object data
- ✓ Significant time-savings due to digitalization of files
- ✓ Interface to the branch-specific application JET DOMIZIL
- ✓ Quick research operations via meta-data in barcodes and via fulltext searches
- ✓ Convenient transport of digital documents on portable computers

Saving eight hours per month - and employee

Attila Magyar calculated that the time saved – compared to the effort for the manual search for documents in the old hardcopy archive – amounts to about eight hours per month for each employee. This time can now be used much more efficiently, which in turn creates advantages for customers, since requests of all kinds can now be answered much faster than before. It is even possible to fetch documents directly from the digital archive and forward them to the desired recipient via e-mail.



Smooth switch to the digital archive

With windream, the switch from hardcopies to a digital archive was especially convenient, comfortable and fast – and this was exactly the reason why Attila Magyar at EGW decided on this specific ECM system. He was also impressed with the low effort in training, because thanks to the complete integration into Windows – the ECM system is completely integrated into the Explorer – users do not have to change their familiar work processes. The administration is convenient, too. And next to the actual ECM system, EGW also uses another direct interface to the branch-specific software „JET DOMIZIL“, a solution

developed specifically for real estate management. An integration into this branch-specific application was realized without big efforts in programming.

In this context, it is also important that windream can be integrated seamlessly into the existing IT infrastructure, meaning the hardware components of EGW. This way, multi-function devices for scanning are supported regardless of their specific producers, allowing hardcopy documents to be transferred into a digital format and to be forwarded to windream for compliant archiving.



About: The EGW-Heimstätten

EGW-Heimstätte is the oldest non-commercial association of residential builders organized as a corporation in Austria and has been in business for more than 100 years. – On May 8, 1907, the “Erste gemeinnützige Baugesellschaft für Arbeiterwohnhäuser, Gruppe Brigittenau, Gesellschaft m.b.H.” („First non-commercial association of builders for workmen’s houses, group Brigittenau“) was founded, with the purpose of „building, maintaining and managing buildings with healthy and inexpensive apartments for workers“. The basis for the foundation of the society was formed by a law furthering such residential buildings, issued by Emperor Franz Joseph on July 8, 1902. This law formed the basis for social housing. A fusion with the Vereinigte Wohnbaugruppe Stadlau (“United Residential Construction Group Stadlau“) was followed by a merging with the Heimstätte, Treuhandstelle für Wohnungs- und Kleinsiedlungswesen (“Smallholding, Trustee Institute for Housing and Homesteads”), founded in 1938, in 1956. This resulted in the current company name: „Erste gemeinnützige Wohnungsgesellschaft Heimstätte Gesellschaft m.b.H.“ (“First Non-Commercial Housing Association Smallholding Society“).

In the course of its 100-year history, the company not only erected residential buildings in the Austrian provinces Vienna, Lower Austria, Upper Austria, Styria and East Tyrol, but also kindergartens, students’ dorms and one event center.

Not only old files are archived

Of course, EGW does not only want to access old files. Newly created documents, e.g. correspondences written with Office applications, shall also be saved in windream, compliantly and easily accessible. Whether confirmations of contract terminations, flat allocations, object-related correspondences, payment reminders or bills of operating costs created

in JET DOMIZIL – everything is automatically saved in the correct tenant file of the windream ECM system.

Technical details that are by far not self-explanatory for users prove to be highly efficient, automated process sequences in reality.

The technical background - This is how it works

Documents created with Office applications, e.g. with Microsoft Word, are assigned barcodes immediately after their creation and are then directly saved in windream. If a document still has to be signed manually by the EGW employee responsible, however, it is additionally printed out in hardcopy form. The printed and manually signed hardcopy is then scanned again and sent per mail without further manual filing. The scan software AutoStore, installed with the digital copiers, is responsible for the recognition

of barcodes, optical character recognition (OCR) and the conversion into the universal PDF format. The document is then automatically linked to the unsigned document already saved in windream and archived.

Now, all authorized EGW employees can access the archived information and use the document-specific index properties – whether from the barcodes or from the document fulltexts – for quick research operations.



Direct interface to JET DOMIZIL

EGW employees create branch-specific documents such as bills of operating costs or payment reminders in JET DOMIZIL, a software solution for the real estate industry. In this context, relevant index properties are extracted via PDFCold. This windream-specific solution reads the meta-data required for indexing from the PDF documents automatically created with JET DOMIZIL, and makes them available in

windream for later research operations.

Regardless of whether documents were created digitally with JET DOMIZIL or with default Office applications, or whether they were captured via a scanner – every bit of information is automatically forwarded to the windream ECM system and systematically categorized in object folders.

Clearing out the cabinets

Attila Magyar is also happy about the much more convenient transport of electronically archived documents – a small but nice side-effect on business trips, so to say: „I used to have to search and pack paper-

work for hours before going on a business trip. Today, all it takes is one click on my notebook.” And now, he can even find a better use for the cleared-out cabinets...

Important contributions: The windream distributor Pronobis

The ECM project at EGW-Heimstätte was supervised by the Austrian windream distributor Pronobis GmbH. Also based in Vienna, the long-time windream partner

Pronobis has successfully realized a large variety of complex DMS, ECM and archiving projects already.




Rely on the Technological Market Leader

If you plan to invest in an innovative, efficient and easy to handle ECM-system, or if you need further information on how to optimize your business processes concretely, we should get to know each other.

In the market sector of ECM-software suppliers, windream GmbH is the technologically leading manufacturer. With the windream ECM-system based on the patented Virtual File System technology (VFS), we have created an unrivaled tool for administering your complete company knowledge. Our software is easy to handle, effective, and future-proof. We have 20 years experience in successful software solutions development for enterprises of any size. Medium-sized companies and multinational corporations as well rely on our top quality products and on our technological know-how.

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