Always on the move

Succes story

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The contract and invoice management of the Innsbrucker Verkehrsbetriebe (the public transport services of Innsbruck) and Stubaitalbahn GmbH

365 days a year, 24 hours a day – the Innsbrucker Verkehrsbetriebe (the public transport services of Innsbruck) and Stubaitalbahn GmbH (IVB) transport an average of 50 million passengers per year on a rail network of exactly 341 kilometers. The corporation was already founded in 1941. Today, 700 employees in Innsbruck are working hard to guarantee that the 198 busses and trams on 30 different lines will transport passengers conveniently and in time to their destinations. According to the corporation, the amount of kilometers driven would be 262 times the circumference of the world.

Pic: View on the IVP Headquarter

Riding the green wave

This in mind, it becomes clear that smooth transportation requires efficient management which can only be achieved by using modern IT infrastructure that has to be supported by digital "hardware". A good example: every vehicle of the IVB can register at certain traffic lights via the so called "Ibis" (Integrated Board Information System) to receive a green light for continuing the voyage quickly.

But also in the area of management, the IVB trusts in modern technology. For instance, SIS Informationstechnologie GmbH from Vienna has realized an extensive IT project based on the ECM system windream.

This project was mainly about the integration of an IT solution for contract and invoice management into the existing structure of IVB.

Key Facts:

✓ Implementation of a solution for contract and invoice management

✓ Integration of the windream ECM system in sector specific applications of the traffic and transportation industry

✓ Use of electronic workflows for business optimization

✓ Compliant archiving of all data

First project phase: Contract management

At the beginning of the first phase of the project, the previously used software was replaced by windream. The reason to do so was, as everyone involved realized very soon, that a time economical management of the documents to be managed can be achieved a lot faster than with the previous system.

Since 2016, all contracts and associated contract data that are relevant for the corporation have been managed with the windream ECM system. Documents that only exist as paper-based versions are, as a first step, digitalized and indexed via a scanner. Important in this context: not only the contracts themselves but also the assigned meta-data are archived together with the digital documents. That includes information concerning the respective contract type and the names of the contract partners as well as the assignment of responsible persons that are acknowledged for the respective contract; furthermore, it also includes the contract terms.

Direct access to documents and meta-data

The required meta-data, which can also be used for quicker identification of a certain document and for retrieval, are captured by the responsible IVB employee on a clearly structured desktop interface (see figure). The interface consists of three different windows, one of which is used for quickly performing a retrieval. In a second dialog of the work environment, the meta-data or indices that are used to index the documents are displayed. The third window allows users to view and enter contact data of the contract partner. The data is saved and permanently stored in a so called "contract database".

Long term archiving of heterogeneous data via windream

Another target of the IVB project was to archive data from third-party applications compliantly in windream. For this purpose, windream had to be connected with several sector-specific applications to guarantee smooth data transfer from the respective "leading" application. For example the logistic software "COSware" is used by the IVB and "SIS-REWE Go" – an in-house development of SIS – is used for fixed asset, finance and cost accounting in the area of bookkeeping.

All relevant data occurring from and being created by these applications can be saved and compliantly stored directly in the windream archive. An additionally implemented adjustment mechanism in windream not only ensures that all receipts to be archived and their associated meta-data generated by one of these applications are compliantly stored in windream, but also that no receipt will get lost and every document can be accessed from the archive quickly.

About: The SIS Informationstechnologie GmbH

SIS Informationstechnologie GmbH from Vienna is a partner of our Austrian windream-distributor Pronobis. SIS is not only an expert for Enterprise Content Management, but generally for the conception and realization of custom-made enterprise solutions and system integrations.

The technical expertise, the business know how and the interdisciplinary experience of the company enables it to develop and implement efficient and flexible software solutions together with the customer.

Second project phase: Electronic incoming invoices

During the second project phase, an electronic incoming invoice workflow has been realized. This transaction processing allows the responsible IVB employees to centrally manage all incoming invoices.

In this context, paper based invoices are equipped with barcodes which allow users to identify the document and to digitalize it later on. Of course, invoices that have already been sent in digital form are captured as well. Regardless of whether the invoices have to be scanned first or already exist in digital form; documents can be archived compliantly and found immediately.

Workflow-based editing process

After capturing the invoices in windream, a formal test is performed and the invoices that shall be processed are directed to the mailboxes of the responsible employees in the different departments of IVB. From there on, an additional test is performed and as far as no objections are made, the invoice approval is granted.

Digital account book and escalation management

Via the digital account book integrated into the workflow system the employees of the IVB accounting department always have a current overview of the status of all invoices captured in the workflow system. Additionally the system provides a very efficient tool for escalation management to the employees. It warns, for example, of pending deadlines via sending an email to the employee responsible for the further invoice processing. Invoices of special importance are, also via an automated process, submitted to the executive and finance management department. Generally, the invoice management system of the IVB guarantees that all persons involved in the business process are always precisely informed about the current status of the incoming invoices.

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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