KASSEL WASSER

Water for Kasssel

Success story

windream

Water for Kassel

Document Management and Digital Business Processes in Municipal Services

Sometimes it is only in the course of a project phase that one realizes the potential of IT-supported software solutions. Provided that the solutions are used specifically where they are really needed. And, also, provided that they really lead to the often very specific goals that companies have in mind when using their IT. This - or at least something similar - was the case with Kasselwasser, a company owned by the City of Kassel. Years before it started as an original individual project and developed more and more into a modern, but also complex network of administrative processes, structures and organizational business procedures, which could be handled more and more efficiently with the help of IT-supported solutions.

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Adequately meeting growing requirements

The Kasselwasser company is a municipal company owned by the City of Kassel and employs more than 170 people. They take care of the fresh water supply for their citizens as well as the disposal of the waste water on a daily basis - in other words, they take over the classic tasks of a municipal service company. But as the tasks grew over time, so did the requirements. It is obvious that, as a water supply and disposal company, one has to create, process and archive a whole range of documents, from general documents to the administration of invoices and the dispatch of delivery notes.

Understandably, the volume of documents, in purely quantitative terms, has been constantly increasing. And growing tasks require - as is so often the case - new solutions.

Therefore, Kasselwasser has already been using solutions of the ECM-system provider windream and the windream partner One Click Solutions for several years. In this practical report, we will show the reason why.

The problem: Documents are sent back and forth

A review at the beginning of the entire project showed that a large number of different parties are involved in the company's processes, both from internal and external perspectives. What seems trivial at first turns out to be a serious problem if it is not reacted to in time and the entire communication and document flow is directed in the right direction.

At Kasselwasser, this is the responsibility of Pierre Besson, the project manager responsible for document management. On the manufacturer side, the project is supervised by Stefan Hirschbolz, Project Manager ECM at One Click Solutions GmbH. The importance of these tasks is e.g. shown by the fact that before the start of the DMS project, documents were frequently only sent back and forth between the responsible departments and specialist areas by e-mail, instead of managing them centrally via a central filing system and protected by associated access rights. This problem alone (but not only because of it) made it necessary to implement an ECM-system.

"Travelling" invoices

Here are two further examples „in favor of ECM": Before the windream ECM-system was used, e.g. holiday requests of employees were still kept as holiday cards for each employee individually. With the help of the windream BPM workflow system, holiday administration is now handled electronically. Generally, the use of the Business Process Management solution windream BPM plays a central role at Kasselwasser, as will be shown later on.

Further processing of invoices in the context of document processing is now also controlled and handled by windream BPM alone. This was not always the case: In former times, (incoming) invoices were still entered manually. They were provided with a routing slip on which the document numbers were noted down, and then went „on the road" via internal mail, in order to finally end up in the accounting department after having been checked and released.

In the meantime, windream is used company-wide. Currently - as of April 2018 - Kasselwasser has implemented 16 different workflows with windream BPM, which electronically represent and control specific business processes of the company. In total, Kasselwasser has purchased more than 100 licenses of the windream ECM-system and more than 30 licenses for windream BPM.

In the field of document management, all documents like offers, order confirmations, order and delivery notes as well as invoices and reminders are administered and permanently archived in windream. Kasselwasser is already planning further expansion stages. Thus, additional electronic workflows with windream BPM shall be worked out in the future. A wider use of the windream document management system is also planned, e.g. in the sector of personnel administration by creating digital personnel files.

Key Data

- Electronic document processing
- High degree of automation through digitization
- Significant relief for employees
- Seamless cooperation between windream ECM, BPM and AutoClick
- Completely traceable business processes

Central application sector: Document capture and recognition with „AutoClick"

A very important area of application - if not the most important - is the automated capture, processing and archiving of documents, especially invoices. Since 2015, Kasselwasser has been using the software solution AutoClick of the windream partner One Click Solutions GmbH, which is specialised on this task.

The name of the partner implies that certain tasks can be initiated and executed with as few clicks as possible, if not only with one mouse click. With the learning capture software AutoClick, relevant information can be extracted from the receipts efficiently. However, the depth of data entry with AutoClick is not limited to the so-called header data of documents, but can also go down to item level in invoices, delivery notes or orders.

The training of new documents can be done by the users themselves and in most cases takes only a few minutes. Software know-how or programming skills are not necessary. Once trained, AutoClick recognizes the incoming documents on its own, reads the required information automatically and transfers them as index information to the connected windream archive or to the windream ECM-system. An exact analysis of the recognition rates at Kasselwasser has shown that the system captures almost one hundred percent of the defined fields and the contents fully automatically and correctly (exactly: 99.6 %).

On the basis of the read and saved index information, it is possible to retrieve and safely identify each archived document on the basis of its repeating formal structure virtually at the push of a button (or by mouse click). This is an invaluable advantage, e.g. when it comes to being able to react quickly to customer enquiries.

With AutoClick into the windream archive

In this context, the seamless interaction between the capture and recognition solution of the windream partner One Click Solutions and the windream ECM-system is important. A smooth interaction of both components is only possible if they communicate and cooperate seamlessly on the level of (technical) software interfaces. This is the case here.

However, a third component comes into play, namely the workflow solution windream BPM. This solution ensures that the receipts captured via AutoClick are first forwarded to the involved departments at Kasselwasser for processing, where they are checked and released before they are finally stored in the windream archive according to legal requirements.

Steps of document processing

The process of automated document processing basically consists of the following steps:

1. Incoming documents on paper are first scanned or digitized with multifunctional devices. Documents that are already transmitted in electronic form (e.g. by e-mail with PDF files attached) can be processed immediately.

2. The digital documents are now processed with AutoClick: Recognition of the position fields, reading out the field contents etc.

3. Start of the windream BPM system and start of a corresponding business process with forwarding the receipts to the responsible departments.

4. Check and release by the responsible departments and forwarding to the booking department.

5. Automated transfer of the booking data to the "Diamant" accounting software.

6. Final storage of the approved, released and booked receipts in the windream archive.

The results of the document processing project

On the occasion of the windream.CON conference, which took place at the RuhrCongress in Bochum in September 2017, Pierre Besson presented the results of the project so far. He drew a consistently positive conclusion and noted that the results are quite respectable. Here are the details.

High degree of automation and accelerated processing

The high degree of automation with a recognition rate of almost one hundred percent in conjunction with the automatic comparison of invoices and notices down to item level greatly simplifies the work of auditors. By using the workflow solution windream BPM, invoice processing has become much faster. 51 percent of all workflows are completed within one day. The fastest measured time for running a workflow with three user steps so far is almost 13 minutes. It took 23 minutes from the receipt of an invoice to the printing of the notification. In this short time, the receipts were recognized, indexed, stored in windream, checked mathematically and factually, entered in the invoice receipt book with account assignment and the notification was printed.

Significant relief for employees

The use of electronic workflows eliminates some time-consuming tasks such as entries in the invoice ledger, the transport of the invoice between the individual auditors, the manual reconciliation of documents, the entry of posting data in the invoice ledger of financial accounting, the documentation of the checks („who has checked and released what and when"), error handling (notification of the vendor by e-mail), the storage of documents in files and the search for documents and transactions in the files (or in the archive).

Transparency and traceability

By using the windream BPM system and the windream ECM-system, it is always possible to retrace which employee has executed an activity at a certain point in time and for a certain reason. This traceability is even ensured in case of a substitution.

Advantages in financial accounting

Above all, employees in financial accounting also benefit from the advantages of electronic process handling, as they can call up and display invoices directly from the financial accounting software. The search in files and cabinets is now obsolete. No more invoices are lost on their way through the company, and time delays caused, for example, by filing in mail baskets with irregular emptying times or by the absence of an employee are avoided.

High acceptance

The new possibilities and the much more efficient way of working due to the digitalised processes were quickly recognised and positively received by the employees. Another positive aspect, according to Pierre Besson in his presentation, is the good cooperation with the manufacturer windream and its partner One Click Solutions.

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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MANAGING DOCUMENTS