



Better living with windream

Success story



windream
MANAGING DOCUMENTS

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Why SWB Städtische Wohnungsbau GmbH in Schönebeck fully relies on ECM

„Es ist Schön(ebeck) an der Elbe“ is the slogan of the city of Schönebeck in Saxony-Anhalt. Situated directly at the Elbe, the city not only has a beautiful landscape to offer, but also builds and manages attractive apartments for its citizens. As a one hundred percent subsidiary of the municipality, SWB

Städtische Wohnungsbau GmbH looks after and manages more than 4000 apartments and other real estate objects in the catchment area of the idyllic Elbe community. The almost forty employees of the municipal company are supported by the windream ECM-system.





Heterogeneous document structures

As a municipal housing company, SWB is involved in everything that is important in the field of housing construction and the management of municipal real estate. This includes both the management and rental of properties. Most of these properties are owned by the municipality. However, SWB also manages other objects that do not belong to the municipal ownership.

It is obvious that the efficient management of the properties with all the documents that arise in this area can only be managed with the support of a powerful IT infrastructure. After all, information of all kinds must be managed, for example rental contracts, property and maintenance documents or service charge accounts.

Multi-client capable system

As SWB does not only manage its own properties, the windream ECM-system which SWB uses for managing its entire document volume has been configured to be client-capable. This means that the respective „document jobs“ - i.e. the classic activities in the field of information management - will be displayed in separate companies, whose record structures will again be managed in windream as electronic archives of the clients.



Digitally archived: Files from the fifties

One of the main tasks of the SWB clerks is to digitize old files from tenancies as of a specific date. Newly added and thus already electronically created documents will be stored in windream immediately and directly. Digitising old files requires a certain amount of time, but after having captured them electronically, much more time can be saved, as it is no longer necessary to go to the paper archive to retrieve specific documents. The result: Immediate retrieval of any documents without any time expenditure, much more space in the office as paper filing can be dispensed with, and a structured document archiving without any error-proneness due to

a possible wrong filing of paper documents - in consideration of the fact that each employee is in charge of about 500 to 800 apartment units, this is an enormous gain in efficiency and time. „Partly, we even still have to deal with rental contracts on carbon paper from the fifties“, Marco Lindner, responsible for the windream project at SWB, is amused and adds: „By electronically capturing all old files, our employees really do have the feeling that their offices have suddenly become much bigger, brighter and more friendly“. No wonder, because files and paper are now finally obsolete.

Key Facts:

- ✓ Multi-client capable ECM system
- ✓ Mobile access to documents via tablet
- ✓ Quick and uncomplicated installation
- ✓ Efficient digitization of old files
- ✓ Uniform file and storage structures

With windream fast and uncomplicated

The introduction of the windream ECM-system was very easy for Marco Lindner. In his opinion, the good advice given by the consultant of windream GmbH also contributed to this. „If any software could be implemented as easily as windream, we would be happy“.

The system was installed quickly and easily by an external IT service provider. After the productive introduction, all em-

ployees immediately got along with the new ECM-system, which is also due to the fact that each electronic file which is to be administered in windream looks identical. This makes the flood of information controllable at any time, from which, of course, the customers and the tenants supported by SWB will also benefit directly. After all, a request can be answered immediately - an invaluable advantage of the digital file archive.



Mobile access via tablet

By using the windream ECM-system, also the communication with the tenants has become much more „modern“. In former times, e.g. handover protocols for flat handovers were brought to the location as paper files or as printouts, but today, the

seven employees who are entrusted with this task, among others, simply access the required documents via Tablet PC. Access is done online and directly via the user-friendly windream Web Portal. This means that file dragging is no longer necessary.

Planned: Integration in specialist application

Prospective, SWB wants to integrate windream into a special application which especially addresses users of the housing industry. This software will be linked with windream, so that SWB employees will work with the work environment of the specialized application as a user inter-

face, while the associated documents will be stored in the windream ECM-system in a revision-proof way automatically. The individual programming and system-specific adjustment of the IT-infrastructure required for this purpose is already in planning.




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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